
News from member libraries

Aston University

REFURBISHMENT

Three years ago Aston started the process of refurbishing the library, starting with the ground and first floors. The process has been completed this summer, with the make-over of the second and third floors.

This involved the removal of an old plant room; relocation of partition walls; and redecoration and installation of new IT and furniture. The finished product has given students a contemporary environment, more group study rooms and greatly enhanced library teaching facilities.

As all the book stock is normally housed on the upper floors, there was a major exercise to shift everything out. We decided to make temporary space available on the lower floors for book stock that was most likely to be used, and to put the rest into storage, with no access even for staff.

Needless to say, all the shelving had to be taken out as well as the books. We removed all limits on borrowing over the summer vacation, to maximise the quantity of stock that was out on loan – beneficial to us as well as to the borrowers.

Building work was completed on schedule at the end of September, and over the following three weeks furniture (c. 600 study spaces) was fitted; IT was enabled across the floors; and all the books were returned from storage and then interfiled with the ones that had stayed in the library. Library staff were the only people who could do the interfiling effectively, and they came in at the weekend to make this possible.

Because of the on-going work we had very limited study space available to students for the first three weeks of term, so it was essential to manage their expectations, and academic colleagues reinforced the messages being sent out to them by the library. Initial feedback from students about the new facilities is very positive – they like the additional space and the décor, and the curved sofas have proved to be very popular.



JOURNALS

To make room for some of the books displaced from the upper floors of the library during the building project, many of our print journals were moved to the store. These were titles that were duplicated electronically, or were no longer being used. This was the continuation of a project started some years ago, which has seen the steady shrinking of the print journal collection. There are now only c. 250 metres of print journals in the library, a figure we expect to continue to decrease; this will free up valuable space.

MOBILE APP

The university has launched its mobile app this term and the library presence includes feeds on printer status in the library; availability of PCs; as well as links to SmartSearch and LibGuides. The library is the second most used facility by students after the timetable.

INDUCTION

Much of induction had to take place outside the library this year. We were able to capitalise on the location of the room we were allocated by printing direction sign based on our Facebook logo. This enabled students to find the right room, raised awareness of the library Facebook account and generally raised the profile of the library. Students were invited to give feedback on the content and delivery



of induction, and the style and effectiveness of the publicity, using a traffic light system. (Green: continue doing this; amber: go easy on this; red: stop doing this.) The inducement for providing feedback was that all submissions were entered in

a prize draw for an iPad. The feedback received was very positive, with lots of people citing the signs and the ease of finding the room as an outstanding feature of the publicity.

CONVERGENCE

Aston's Library and Information Services has recently been converged with Information Systems Aston under a new Director of Information Services, Chris Wanley. His first priority is to develop a new IT strategy for the university, and we will gradually see how close the convergence is to be.

Angela Brady

Assistant Director (Customer Service)

Aston LIS

Durham University Library and Heritage Collections

INDUCTION 2013



In October 2013 we met lots of new students as the academic year began. This year we engaged in a range of induction activities, which included:

- subject specific induction sessions
- tours of the Bill Bryson Library
- staffed welcome stands in the library
- stands at the Freshers Fair, International Students Fair and New Staff Induction Fair
- library freebies, including library bags, stationery and chocolates
- handy guides for new students
- online induction resources

We found that introducing welcome stands in the library worked particularly well in helping to ensure students had a positive first impression when they visited the library. We're now in the process of reviewing all of our induction activities ahead of induction 2014!



THE BARKER RESEARCH LIBRARY OPENS AT PALACE GREEN

In October, the Barker Research Library opened at Palace Green Library. With the generous support of Graham and Joanna Barker, the former Law Library in the 1966 Pace Building has been transformed to create a modern and spacious research environment. Readers of the archives and special collections may study in a secure glass-partitioned area, while 62 networked study spaces are provided for researchers using the open-access reference collections for Local Studies and History of the Book that fill the rest of the impressively refurbished room.

LIBRARY SURVEY

During autumn 2013, Durham University students and staff were invited to participate in our Library survey, a LibQUAL+® web-based survey

instrument developed by the Association of Research Libraries. Other major academic libraries in the UK that have participated in LibQUAL+®, among hundreds around the world, include: the Bodleian Libraries, Oxford; Cambridge; Edinburgh; Glasgow; Leeds; Manchester; and York.

Results from the survey will enable the University Library and Heritage Collections to measure our customers' perceptions of the quality of the services and collections that we provide, and will help us identify the most important areas for improvement in 2014 and beyond. Analysis of the results will feed into future policy and planning for the library and, where possible, will enable us to implement the right changes for our customers, in response to what they have identified and communicated to us.

A HAT TRICK OF NORTH EAST TOURISM AWARDS FOR HERITAGE COLLECTIONS

The Lindisfarne Gospels Durham exhibition, held in summer 2013 at Palace Green Library, won double gold at the North East Tourism Awards. The exhibition, which was delivered by Durham University working in partnership with Durham County Council, Durham Cathedral and the British Library, won 'Tourism Event of the Year' and 'Tourism Experience of the Year' Awards.

Almost 100,000 visitors from 58 different countries came to see the Lindisfarne Gospels on display at Palace Green Library, generating an estimated £8.3 million for the local economy. The Heritage Collections Learning Team led an extensive



outreach programme, which engaged with 20,000 school children in the north east of England.



The Oriental Museum also won a Silver Award for 'Small Visitor Attraction of the Year'. The Oriental Museum is the only one of its kind in the north of Britain to be dedicated to the art and archaeology of the Orient, and the team have made huge strides in opening up its collections to tourists from across the world.

CHRISTMAS AND NEW YEAR OPENING

In previous years, it was commonplace that the University Library service would shut down completely from Christmas Eve until 2 January. In response to user feedback, this academic year the Bill Bryson Library opened from Friday 27 of December until Tuesday 31 December 2013 with the limited hours of 10:00 – 16:00, on a self-service basis. We will be looking at how the library was used in this period when planning for future amendments to our opening hours.

THE BILL BRYSON LIBRARY OPENS 24x7 IN THE EPIPHANY TERM

The Bill Bryson Library will open its doors all night, all term from 20 January until the 2014 Easter vacation.

This is the first time 24-hour opening has been offered throughout the Epiphany term, following one-week trials during this period in 2012 and 2013. In last year's library 24x7 survey, students called for extended opening hours. The Bill Bryson Library currently has a reduced number of study spaces due to the ongoing Level 4 refurbishment, so we hope that the additional opening hours will ease pressure on study spaces.

Queen's Campus Library will join the Bill Bryson Library in offering 24-hour opening during the final week of the Epiphany term and during the Easter term.

Ben Taylorson
Academic Liaison Librarian
Benjamin.taylorson@durham.ac.uk

Rachel Smith
Communications and Marketing Officer
r.l.smith@durham.ac.uk

Leeds Metropolitan University

CUSTOMER SERVICE EXCELLENCE ACCREDITATION

In May 2013 Leeds Metropolitan University became the third university in the country, and the largest to date, to achieve the Customer Service Excellence (CSE) Standard. As holders of CSE and Charter Mark continuously since 2001, Libraries and Learning Innovation were able to share their experiences with staff across the university, and as a service we were identified as an area of strength, and contributed to some of the nine areas of compliance plus.

ENHANCED SELF-SERVICES

Libraries and Learning Innovation continues to develop services that support our 24x7 access. For the start of the 2013–14 academic year we introduced online bookings of our student meeting rooms using LibCal and online payment of fines and charges alongside Chip & PIN facilities in both libraries. Both developments were in response to feedback from users and are already being well used.

STUDY ON THE GO

Access to services via mobile devices continues to be a key area of service development. A series of podcasts from our Skills for Learning team on topics such as essay-writing and time management can now be downloaded, enabling students to study on the go, whilst enhanced floor plans and audio tours are also available to enable students to find their way around the libraries more easily. Our annual freshers' stall this year promoted services being available 'on campus, online and on the go' and was supported by giving away free bags.

IMPROVEMENTS AT CITY CAMPUS LIBRARY

A major project to refurbish our City Campus Library has been approved; it will see services

and study space over five floors improved, taking on board students' feedback and working with stakeholders across the university. Last summer, in anticipation of this, we refurbished one of our group study floors, providing a more vibrant study space to support the way students like to work. There is an improved flexible layout, and more space for both group and individual work, with new furniture, more PCs, more desktop plug sockets for laptops and other devices, and increased wireless capacity. The area has new environmentally friendly lighting and a bold colour scheme.

ONLINE ACCESS TO ARCHIVE AND SPECIAL COLLECTIONS

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 will be maintained by our Archive and Special Collections department 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 the number of consultations it receives and because it uses the most advanced cataloguing methods, including international archival standards of description.

Helen Loughran

h.loughran@leedsmet.ac.uk

Open University

STAFF DEVELOPMENTS

Claire Jopson took up the post of Communications and Promotions Officer in October 2013. Prior to this Claire worked for the University of Buckingham as Marketing and Admissions Administrator where she was responsible for marketing all undergraduate and postgraduate programmes and managing student admissions. She replaces Sam Dick, who was appointed Library Services Manager (Business Development) in July.

LIBRARY FUTURES: A MAJOR NEW INITIATIVE

We have launched a new project called Library Futures, an exciting programme that will transform key aspects of Library Services. The project is developing a Digital Skills Passport to provide a framework for students to engage with the library by using game-based learning and badging, an improved library search for learners to find resources quickly and easily, and a new state-of-the-art library services platform designed to handle electronic resources.

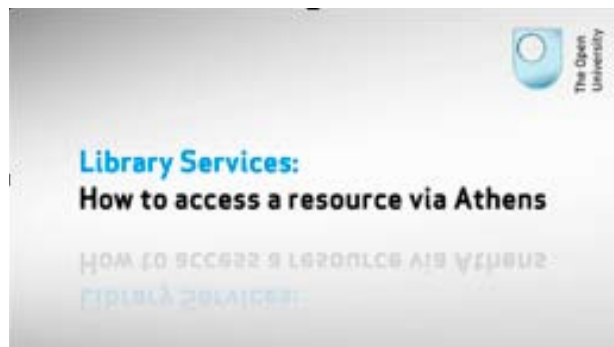
The project will run from September 2013 to January 2015 and will focus on the learner experience, improving efficiency in the digital age and supporting FutureLearn and other developments.

GROWING COLLECTION OF ANIMATIONS



We are continuing to add to our collection of Library short animations < www.open.ac.uk/library/library-information/library-videos > to promote and highlight the wealth of resources available to support students' studies. One of the latest in the series shows how OU student Bob develops his digital skills and gets a new job, using Being digital (www.open.ac.uk/libraryservices/beingdigital/) learning materials to pick up tips on how to be a good communicator on line. We are also developing a 'mobile services' video to show students that accessing the Library Services website on their smartphone or tablet gives them the flexibility to search the library's e-collections or use our help materials anywhere and at any time.

A NEW HELP TOOL FOR STUDENTS



Library Services is experimenting with a new way of producing a help tool for students. The first in a series of how-to video guides has been produced, guiding students through the process of logging in to Athens. Subsequent videos in the series will focus on other processes or services offered by the library that would benefit from a visual and audio help tool for students; see <http://www.open.ac.uk/library/how-to-access-a-resource-via-athens>.

OPEN RESEARCH ONLINE (ORO) REACHES 25,000TH DEPOSIT!

In September 2013 the 25,000th item was deposited in ORO, the OU's open access institutional repository <http://oro.open.ac.uk/>. Nearly 25% of these items have the full text freely downloadable from the website. ORO is consistently in the top five of UK repositories for downloads as measured and reported by IRUS-UK and in the top ten of repositories on the CSIC UK Ranking Web of Repositories. It is now an embedded repository providing the central publications dataset for the REF2014 submission and publication feeds for staff profile web pages.

M-LIBRARIES CONFERENCE 27–30 MAY 2014

Details of the fifth m-libraries International Conference, including how to register, are available via the website <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. Hosted by the Open University and the Chinese University of Hong Kong, this conference will explore and share work carried out in libraries around the world to deliver services and resources to users via a growing number of mobile and hand-held devices. The conference will bring together researchers, educators, technical developers and library professionals to exchange experience and expertise and to generate ideas for future developments.

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 fifth conference will bring together researchers, educators, technical developers and library professionals to exchange experience and expertise and to generate ideas for future developments.

You are welcome to advertise this conference in your institution by downloading the 2014 conference flyer:

http://www.m-libraries.org/sites/default/files/mlibraries_2014_flyer.pdf.