
News from member libraries

Leeds Metropolitan University

WEB 2.0 BOOKS

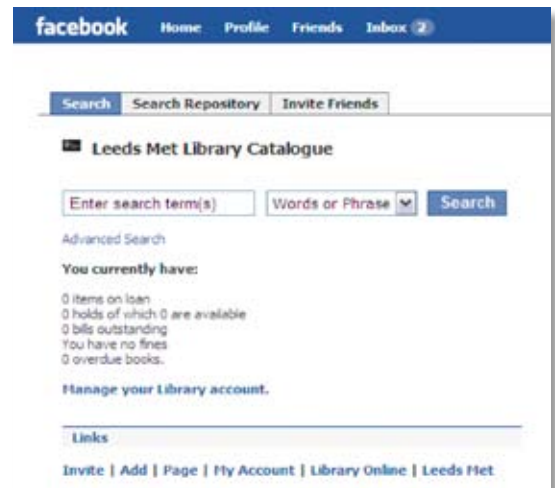
This year's Freshers' Festival saw libraries and learning innovation promoting the full spectrum of services available in the Civic Quarter Library and Headingley Library and online – from traditional books to Web 2.0 enhancements. Taking the form of a 'play your cards right' game, our stall was able to engage both new students and their families as part of the university's friends and family welcome weekend.



FACEBOOK

The library catalogue can now be accessed via Facebook with an application developed in conjunction with the university's IT and legal teams.

Staff and students can search the holdings as well as renewing and reserving resources.



JISC BIDS

Libraries and learning innovation has been awarded a JISC (Joint Information Systems Committee) information environment rapid innovation grant. This will be used to build a link between the Information Repository and the Web of Science (WofS) database that will facilitate the population of research outputs in the Repository. One method will be to alert academic staff when their publications have been included in the WofS database, prompting them to lodge the full text in the Repository. A further aim is to use the WofS database as a double check that we have a comprehensive record of the research outputs of Leeds Met staff.

The university has also been successful in its bid to join JISC's cross-sector strategic technologies group, under its flexible service delivery programme. The bid was led by Wendy Luker (w.luker@leedsmet.ac.uk) and was submitted with support from other departments of the university. Other partners in the strategic technologies group include the universities of Oxford, Cardiff, Nottingham, Roehampton and Imperial College. The project will facilitate universities and suppliers working together in implementing service-oriented architecture across both administrative and academic systems. The bid, entitled 'SOAP Opera', capitalises on our work in exploring and investing in improved ways of planning and providing flexible technical solutions supporting specific academic services. In the first instance these will be the portal, virtual learning environment and Google mail. Wendy is project director, Arthur Sargeant (a.sargeant@leedsmet.ac.uk) is project manager and Adam Watson (A.A.Watson@leedsmet.ac.uk) is project officer.

CIVIC QUARTER LIBRARY REFURBISHMENT

The ground floor of Civic Quarter Library has undergone a refurbishment. A new, more welcoming, help and information point has been built; a large amount of group study space has been introduced; and each area of the floor has been given a distinct function, with spaces for self-services, help and study. More study space has been provided on the first floor, again with new soft seating and group-study tables, which maximises the views and natural light and a compact stack now houses most of the journal collection.

SELF-SERVICE HOLDS

The library continues to extend its 24x7 services by introducing self-service holds. This means students and staff can collect their books themselves from the newly created high demand area (which also holds the short loan collection) rather than having to ask for them from library staff.

GREEN IT

A power-management system has been developed for the library's PCs. After 20:00 any student PC that has been inactive for longer than 20 minutes will switch itself off. A PC screen-saver campaign has been used to raise awareness, alongside posters and plasma-screen information. In addition our printers now have the facility to scan a document and send it straight to an e-mail account rather than its being printed. This new green initiative saves students money and is helping the environment by eliminating unnecessary printing.

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University of Lincoln

DIRECTOR OF LIBRARY AND LEARNING RESOURCES



Ian Snowley (pictured) joined the University of Lincoln at the end of September as Director of Library and Learning Resources. Ian has been appointed, initially for a six-month period, to lead

the development of library services and to participate in the process of redefining the role of library and learning resources within the university.

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University of Northampton

INTERNATIONAL STUDENTS' WEB PAGES

Over summer 2009, a project group was set up to look into developing services to support international students. New web pages were introduced to welcome international learners to information services and inform them about the services and support that we offer, in a jargon-free manner. The web pages include advice on finding materials, avoiding plagiarism and developing language skills, and a glossary. The group has further plans to develop the web pages, invite feedback from international students and offer training events for staff.

Visit the web pages at <http://library.northampton.ac.uk/international/>.

If you would like further information about this project please contact Joanne Farmer (joanne.farmer@northampton.ac.uk).

STAFF READING GROUP

In July 2009, staff from information services (Jenny Townend, Fiona MacLellan and Charlotte Heppell) set up a university staff reading group. The group meets once a month at alternate campuses, as well as having an online discussion forum. It is a relaxed and casual group with no serious agenda other than to read more books and read more widely. The group is proving to be a real success and has met with lots of positive feedback – we enjoy meeting up to 'share opinions', 'broaden our reading diet' and relish 'the relaxed nature of the discussion'.



University of Northampton staff reading group

For further information about the reading group please contact Charlotte Heppell (charlotte.heppell@northampton.ac.uk).

SPOOKY SHOWCASE

On 22 and 23 October, information services hosted a Halloween-themed showcase event which gave university staff an opportunity to meet the team and find out about the range of facilities, resources, services and support available. Staff were welcomed into the showcase with a series of spooky posters and ghoulish giveaways. The event was a success, with over 70 staff members attending to find out more about information services.



Pictured are staff from information services in their 'spooky' costumes.

NORTHAMPTON OPEN JOURNALS

Following a gestation period equivalent to that of an elephant, it finally looks as if the Northampton Open Journals (NOJ) collection is about to produce its first journal. *Enhancing the learner experience of higher education* will be the first of – it is hoped – a number of open-access online journals published by the University of Northampton and edited by university staff. Hosted and supported by the department of information services, the collection uses 'Open Journal Systems' (OJS) journal management software. This free open-source software was relatively straightforward to install, and provides a comprehensive tool for editors to guide submissions through the publication process. More challenging has been the guidance of the collection through the university's research committee's approval process – something that was felt to be critical to the acceptance of the collection by the research community.

For NOJ see <http://www.northampton.ac.uk/research/open/>; for OJS see <http://pkp.sfu.ca/?q=ojs>.

PRINCE2

Members of the department have been undertaking PRINCE2 project management training, with the ambition of applying PRINCE2 methods in the projects that form a large part of our everyday practice. Approximately 25 members of our converged IT and library service have been following an online course from ILX Group. Six of us have recently taken the foundation exam and are waiting to hear whether our newfound knowledge of PRINCE2 processes, components and techniques is up to the mark.

EAST MIDLANDS RESEARCH SUPPORT GROUP

The research support specialist from Northampton has joined colleagues from Coventry, De Montfort, Leicester, Loughborough, Nottingham and Warwick Universities in working together to develop an online course to support information literacy among researchers. Although this is still at an early stage, the group has reviewed a number of existing online tutorials and is hoping to win funding to develop its ideas further. In the meantime, the group's members benefit greatly from sharing their experiences of supporting researchers.

KEEPIT PROJECT

NECTAR, the university's institutional repository, is one of four repositories represented in the JISC (Joint Information Systems Committee)-funded 'KeepIt' project. Each of the four will become an exemplar for the preservation of repository content. The project comprises a mix of technical development, training and dissemination to the repository community. Training topics to be covered will include the organisational framework for preservation; costs; content description; tools; and the trust that is essential between the repository, its users and the tools and services it employs. The project is led by the University of Southampton.

For the KeepIt project website go to: <http://preservation.eprints.org/keepit/>.

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University of Plymouth

INTRODUCTION OF CASHLESS TILLS AT CHARLES SEALE HAYNE LIBRARY

In September 2009 we introduced cashless tills into the library. Although users have for some time been able to pay for media consumables, printing, copying and outstanding library charges using debit/credit cards or their university ID card, they could previously also pay by cash. In order to assist with the new cashless approach, we installed two change machines in the building over the summer, so that small amounts can be added to ID cards if required, using our already well-established money loaders. Users can also add money to their account on the web but there is a minimum of £5. The new cashless system seems to have been well received by our users and has also saved staff time in terms of banking, because an external security company is responsible for emptying and loading the change machines and money loaders.

TALIS ASPIRE

Following our involvement in piloting the Talis Aspire resource list management tool during 2008/9, we are now rolling it out as an operational service across the university. Initial uptake is particularly good in the disciplines of education and health, where academic staff use reading/resource lists to actively engage students with learning and the students are frequently working away from the campus whilst on placement. Over 200 academics have requested 'invitations' to create and edit lists and already this academic year there have been 7,275 visits to Aspire from 4,736 unique visitors.

Learning Web 2.0 the studio library way

In the early summer of 2008, Amanda Russell, senior subject librarian, and Elena Menendez-Alonso, user experience developer – both part of information and learning services at the University of Plymouth – launched an 8-week course called 'Studio library'. This online learning programme, based on MRRL Learning Library 2.0 (see <http://mrrlllearning.blogspot.com>), a programme inspired by Stephen Abram's article, '43 things I (or you) might want to do this year' (see http://findarticles.com/p/articles/mi_m0FWE/is_2_10/ai_n16133338/), aimed to help the members of the University of Plymouth's library team to learn more about emerging technologies on the web, specifically web 2.0.

Although completion rates amongst our staff were low, the feedback has been very good. All of those who participated have said how beneficial it has been, even if they could not see at the outset how it would directly help them in their work. Those who were successful in completing the course continue to use what they learnt on the course to good effect.

The programme has now been broadened out to the university's partner colleges, where it has been very successful. We think that this is in part because the programme has been actively supported by the managers, who set time aside for their teams to complete the course, whereas staff at Plymouth were left free to organise their own study. Also, college staff adapted well to the self-study style of the course, but feedback from university staff showed that the preference is still for more directed training.

To view the programme go to <http://studio-library.blogspot.com/>. If anyone would like to use the programme as it is, or borrow elements from it, please feel free to do so.

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Roehampton University

LAUNCH OF ACADEMIC LIAISON SERVICES

Following the resignation of Adam Edwards, head of library academic and research services and deputy Librarian, a decision was taken not to retain his post and to undertake a significant restructuring, which saw the launch of a new academic liaison services team, which combines academic liaison librarians and eLearning advisers into a single team.

The two teams of eLearning advisers and academic liaison librarians already had much in common, both providing support for staff and students as well as representing library and learning services across various university groups and committees. The teams worked closely with one another and the university saw an opportunity to build on the strength of this partnership and make the most of the shared skills and expertise in both teams to deliver enhanced services to academic units.

Individual librarians and eLearning advisers are grouped together and liaise with specific academic departments. They provide a range of serv-

ices, including support for information literacy, programme validations, curriculum development and use of learning technologies, including the university's virtual learning environment. This partnership has enabled the team to provide a more coherent approach to supporting academic departments and to be flexible in responding to changes within the university and the sector. This change is particularly timely in a year when the university is undertaking a reorganisation of its academic structure from four schools to ten departments, and is also changing its virtual learning environment from WebCT to Moodle.

The head of service, Phil Cheeseman (former head of eLearning services), is supported by three development managers, each with a specific functional remit: Anne Pietsch (teaching and information skills), Phil Jones (research and resources) and Brian Kilpatrick (VLE and learning technologies). Each of the development managers also takes an active role in supporting an academic department. To encourage close working relationships within the team, they are all based in a single open-plan office in the university library and have weekly half-hour sessions where individuals share new ideas and initiatives.

This development has been well received by the academic community at Roehampton and is already allowing the team to establish new relationships within the university, and discussions are currently under way to include the school-based academic learning support officers and advisers in this team as well.

NEW SERVICES

Our library user services team (LUST) has introduced two new services for students in the last year. The first, the 'library debt doctors', was the inspiration of front-line staff who wanted to help students to manage their accounts in order to avoid/reduce fines and to ensure that they are able to access the full range of library services. The aim of the service is to provide a friendly and approachable face within the library, people students can talk to. The service has been well received by students and has proved very effective.

The second new service is 'search and collect', and was primarily aimed at a remote site without library facilities, so that requests could be made for materials to be made available for the students to collect on or after a pre-agreed time. However, this has been extended to all students who might have need for such a service, perhaps because of

pressures of time due to employment or family commitments or because their day on campus is fully occupied with teaching commitments. Additional funding was provided by the university for this service. Initial fears that there might be too much demand have proved unfounded, but for those who need it it has proved very popular for a limited additional budget.

Sue Clegg

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Royal Holloway

STUDENT SURVEYS

Overall satisfaction rates in the National Student Survey remain high for Royal Holloway, although concerns were raised about aspects of library provision. The key themes can be summarised as follows:

- more investment needed in books, journals and e-resources
- social learning space that is for undergraduates and at the expense of appropriate silent study space/support for researchers
- difficulties of access to e-resources
- not enough learning space/opening hours.

A library and learning resources group has been set up as part of a wider student experience steering group and is focusing on quick-wins to address student concerns. At senior management level, cases are also being made through Royal Holloway's 'Planning for change' programme.

BEDFORD LIBRARY LEVEL 3 REFURBISHMENT

Over the summer of 2009, to address one of the main student concerns, the top floor of the Bedford library was fully refurbished in order to provide much-enhanced space and an environment for silent study. The new layout and make-over have resulted in an increase in seating capacity, improved energy-efficient lighting and bright furniture and décor to aid searching for books on the shelves and general study. A bookable group study room has been added and the wireless network extended, with additional power delivered to study tables to allow laptop work to take place. Gone are the pigpen study spaces and the 16-year old carpet. Gone too are the dividers between individual desk spaces, a decision which has raised some criticism among students. It would be interesting to know whether similar issues have been raised elsewhere.

YOU SAID, WE DID

A concerted effort is being made to promote the library service more effectively. One example of this is the publication of an illustrated flier showing how survey feedback has been listened to and addressed across a whole range of functions and services in the library and in IT.

RECYCLING

In recent months, the management team has overseen the revision and updating of a whole range of policy statements. A particular success has been a new staff environmental policy. This work, energetically led by graduate trainee Franckie Duncley, culminated in a publicity campaign and the provision of a multitude of recycling bins and receptacles, all of which have been met with the full support and cooperation of the student body and have added yet more colour to tlc@bedford. A joint Red Nose Day venture with our students led to the concerted collection of fines on that day and their subsequent gift to charities.

John Tuck

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University of Southampton

BROADLANDS ARCHIVES CAMPAIGN

The University of Southampton library has launched a campaign to raise £2.85 million before April 2010 to purchase the Broadlands archives, one of the UK's foremost family and estate collections. The archive has been on loan to the university for more than 20 years. It contains some 4,500 boxes of papers, centred on the Temple (Palmerston), Ashley, Cassel and Mountbatten families. The Mountbatten papers are effectively the foundation archive for the modern states of India and Pakistan, and in addition they illuminate Britain's first major act of post-war decolonisation. The papers of the third Viscount Palmerston include some 40,000 letters, many from his private correspondence as foreign secretary and prime minister. For more information, visit <http://www.southampton.ac.uk/archives/>.

BIOMEDICAL SCIENCES DEVELOPMENTS

Over the summer vacation, the biomedical sciences library at the university closed. This was in preparation for the move of all academic activity on its site to the main Highfield site (about 0.5 miles distant) in summer 2010. A major review of the library's stock has taken place over the past three years, and this was undoubtedly made easier by the migration to electronic provision.

Almost all journal titles at the site were already taken in electronic format only, and over the whole library service subscriptions to 70 per cent of subscribed periodicals are now only taken in electronic format. We have also disposed of back issues of a substantial number of titles, mostly as part of the UK Research Reserve project, so for some disciplines periodical material is only now available electronically. We are also in the final stages of a project to ensure that, where licences allow, all reserve collection material will be available electronically.

DESK-SIDE COACHING

Finally, we have introduced a desk-side coaching service for researchers and staff. This model has been successfully used by colleagues in iSolutions (the computing service) and at the National Oceanographic Library for some time, and is now offered to all parts of the university for a variety of library-supported services. The service is available on an individual basis in the library or at the researcher's desk. After only a few weeks, we are very pleased with the response and this looks set to be a very useful addition to our research support services.

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Southampton Solent University

LIBRARY FOYER REFURBISHMENT

Summer 2009 was somewhat hectic as we transformed our library foyer area within a three months period. In a move to foster a self-service culture, the loans desk was demolished, a new welcome/reception desk installed, short loan and document supply were re-housed and much of the area was transformed into a student group learning zone. Some before and after photographs are included below.



Loans desk before...

The new group learning area includes a bookable office, together with IT facilities, for students to undertake task-based projects. We have also incor-

porated academic skills support in this area as this is now managed under the library umbrella. The new foyer area is being well used and seemingly well received. Heading towards the end of term one, we have already achieved over 80% self-service.



New welcome/reception desk



New group learning area

LMS DEVELOPMENTS

Solent selected Ex Libris as the supplier of our new LMS in 2008, and implementation work has been ongoing throughout 2009. To add to Aleph and Primo, Library and ICT staff have been busy with the implementation of both SFX and Metalib during the summer months, resulting in a new interface for resource discovery.

INSTITUTIONAL REPOSITORY

The Library has taken the lead on the development of an IR for staff and student research. SEA (Solent E-prints Archive) was launched during the summer 2009 with assistance from our e-prints colleagues at Southampton University who did the initial build. At present self-archiving is voluntary rather than mandatory and so advocacy and promotion will be the biggest challenge for the library team over the coming months.

STAFFING CHANGES

Elizabeth Selby, formally Head of Learning Services, was appointed Dean of the Learning and Information Service (LIS) in March 2009, heading a converged service of Library & Learning Services, ICT and Student Services. Steve Rose (formally Deputy University Librarian, Learning Resources & Academic Skills) has now been appointed to the post of Head of Library & Learning Services to complete the senior management team.

Steve Rose

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Swansea University Library & Information Services

RFID AND LIBRARY REFURBISHMENT

RFID tagging of all stock was completed over the summer of 2009, which enabled the RFID self-service units to go live from the beginning of term. The RFID initiative has been accomplished as part of a collaborative £7.4 million HEFCW (Higher Education Funding Council for Wales)-funded South West Wales Higher Education Partnership (SWWHEP) of three universities in South West Wales (Swansea University, Metropolitan University and Trinity University College). The central hall area of the library has been completely refurbished to include the new RFID units and also a redesign of all service points and associated frontline staff areas. This has resulted in a unified service desk to house IT support, careers and issue-desk services. Careers and IT support have also had their staff areas relocated and refurbished. Last but not least, the library's public toilets have had a long-awaited and much-needed makeover!

ARCHIVES REFURBISHMENT

Archives has now completed the extensive process of moving its materials into a new facility in the west wing of the library. It provides more spacious, purpose-designed accommodation for readers and documents, more than doubling the previous storage capacity and meeting the BS5454 standard for storage and exhibition of archival documents. An official launch of the new archives will take place in spring 2010.



A NEW 'TRANSCRIPTION CENTRE'

Finally, the recording centre for the blind has been renamed 'Swansea University Transcription Centre', to reflect its growing range of services. The centre provides transcription services in braille, audio, large print, electronic text and tactile diagrams for all disabled students of Swansea University.

Rachael Whitfield

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