News from member libraries

Durham University Library

A rare Shakespeare First Folio, stolen from Durham University while on display in Palace Green Library in 1998, is on public display from January 2011 for the first time since its theft. The seventeenth-century Folio is the star exhibit in *The Treasures of Durham University*, the inaugural exhibition in the new Wolfson Gallery. The gallery has undergone a £2.3 million refurbishment, funded in part by a £500 000 donation from the Wolfson Foundation. The Folio was returned to the university in summer 2010, following the conviction of Raymond Scott, of Wingate, County Durham, for handling stolen goods and removing stolen property from the UK. The book, which has an estimated value of £1.5 million, is the first collected edition of Shakespeare's plays and is thought to be one of around 230 in existence. Published in 1623, it was acquired by John Cosin, former Bishop of Durham, and was part of the library he established in Durham in 1669. After its theft, the Folio's binding and first and last pages

were removed. It is on display until March 2011 when it will undergo conservation.

The new exhibition space complements on-going work to renovate the university's alms houses on Owengate as a visitor centre for the UNESCO World Heritage Site of Durham Cathedral and Castle. The centre is due to be completed in May 2011. For information about the exhibition, opening times and prices, contact 0191 334 2972; email pg.library@durham.ac.uk or visit www.dur.ac.uk/library/asc/exhibitions/treasures/.

Glyndŵr University, Wrexham

FOUNDATION DEGREE IN LIBRARY AND INFORMATION PRACTICE
Glyndŵr University completed the first year of its FDSc in library and information practice in September 2010. Twelve students enrolled from across England and Wales on the course and all are employed in public, further and higher education libraries.

The course is run in conjunction with the university's school of computing and communications technology and was developed in conjunction with employers across all library sectors in Wales, though it is very relevant to students from all over the United Kingdom. It comprises eight modules and runs over two years part-time, with four modules in each year; each of these runs over a one-week residential course. Each week comprises lectures, workshops, field trips and talks by eminent practitioners. For instance, Jacqui Weetman da Costa, Information Literacy Librarian, New Jersey College, and formerly of De Montfort University, delivered a webinar on information literacy during the first module.

A blended learning model is used, with face-to-face study on campus and the use of the university's e-learning environment. The latest Web 2.0 technologies complement face-to-face teaching, allowing flexible learning and work-based learning. There are two assignments per module, one being completed as group work during the residential week, the other being work-based and individually assessed. Modules are as follows:

- information as a core product
- design and delivery of library and information services
- customer relationship management in library and information services
- information and knowledge management
- library 2.0

- multimedia information systems and digital libraries
- library events management and training
- key management skills for the library and information professional

Course fees are from £850 per year, with the additional cost of accommodation for those attending residential weeks from a distance. A bursary may be available for the first year from CyMAL: Museums Libraries and Archives Wales, for those students domiciled in Wales.

Some of the comments from students include:

'This course has given me answers to questions that I didn't know that I needed to ask in order to do my job effectively.'

'I was thrilled with the chance to work within Web 2.0 technologies... the sessions have been varied in their approach so I was kept interested.'

'The chance to mix with other staff from a wide variety of library / information settings has been valuable.'

We hope to complete a CILIP accreditation review for the course by the end of the next academic year.

Nicola Watkinson
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Leeds Metropolitan University

STAFFING NEWS
Congratulations to Jo Norry, Director of Libraries and Learning Innovation (LLI) at Leeds Metropolitan, who has been awarded Fellowship of CILIP after the successful submission of a portfolio of evidence of achievement in professional practice, contribution to the profession, and active commitment to continuing professional development.

As the university undergoes restructuring in line with its new strategic plan, LLI has moved from being within a faculty to joining Student Services and Information, Media and Technology under a new Deputy Vice-Chancellor responsible for student experience. Internally Wendy Luker's role has been renamed Associate Director of Libraries and Learning Innovation whilst former 'stream leaders' Katherine Everest, Fiona Middleton,

Arthur Sargeant and Claire Williams are now entitled Heads of Service of their functional areas.

Nick Sheppard has been appointed to the permanent post of Repository Developer. He will continue the work of embedding the repository into the university systems and raising awareness of the benefits of the repository and its research outputs and open educational resources, to academic and research staff across the university.

Sharing best practice

LLI hosted two networking events over the summer, sharing experience and best practice. The first focused on obtaining material in alternative formats to support students with disabilities, particularly those with visual impairment, and was attended by representatives from a number of university libraries, the University of Leeds Transcription Centre and the RNIB. Please contact Aly Peacock (a.peacock@leedsmet.ac.uk) for further information. The second brought together libraries holding the Customer Service Excellence Standard and was attended by those actively engaging in the process. An outcome of this was to set up a JISC mailing list entitled CSE-Standard to continue to share experiences. If you are interested in joining please see www.jiscmail.ac.uk or contact Helen Loughran (h.loughran@leedsmet.ac.uk).

New professionals network

An idea for a graduate trainee network by two library staff was taken to CILIP's Yorkshire and Humberside Career Development Group and after further discussions has now evolved into a network for all new professionals. It is open to all, and members are already engaging with one another via the website www.lisnpn.spruz.com.

New services

To improve information on where to find a free PC and to address students' concerns about being able to access PCs at peak times, a new internet-based system has been introduced to support students in finding available PCs throughout the university. The service shows the number of PCs available for use in specific locations, displayed initially on the plasma screens in the library. The second phase of development will introduce a mobile style sheet so that students can access the system through mobile phones before they arrive at university, enabling an increased level of choice around where they go to study.

In addition, following marketing research and benchmarking exercises a new 'pay-to-post' service has been introduced for students wishing to have books posted out to them.

New telephone number and websites

LLI has introduced a single telephone number for frontline customer services: 0113 812 1000, which is also the number for our 24x7 IT support provided by the NorMAN consortium based at the University of Northumbria. The library's website, Library Online (http://libraryonline.leedsmet.ac.uk) has also been redesigned to bring it in line with the university's overall style. In addition the university's portal and virtual learning environment (VLE), X-stream, both of which are managed by LLI, now form a cohesive and integrated service offering personalised content alongside timetables, exam results and other university services.

twitter success

The library's twitter feed achieved its 1000th follower in October 2010. The feed also appears on the front page of the university's VLE/portal and will be on the library website for those students who are not on twitter themselves. Follow us at @LeedsMetLibrary.

University of Reading

Re-purposing empty library space

We have just refitted another room for student study with new flooring and furniture. As funds allow, we are working through rooms vacated on the fifth floor of Main Library Whiteknights now that the Special Collections services have moved to new premises on a different campus.

News blog

The news section on our library homepage is now powered by a Word Press blog. We chose it mainly because the technology is easier and quicker to use than web CMS used throughout our university's website. However, an added benefit is that people may now follow our news by RSS feed. See **http://www.reading.ac.uk/blogs/librarynews**

Rachel Redrup
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University of Strathclyde

The Information Services Directorate at the University of Strathclyde is being reshaped under the leadership of Dr Stuart Brough and a new senior management team is now in place (summer 2010). Michael Roberts, who was previously Deputy Director of the library service and then the library's Acting Director, has been appointed as Assistant Director: Information Services. He will be managing the library, information resources and other customer focused services within the directorate. During his career at the University of Strathclyde, Michael has been active in the wider academic library community and is a former convenor of CILIP's University, College and Research group (Scotland). He has served on the CILIP Council and his contribution to academic librarianship has been recognised by honorary membership of CILIP. Elaine Blaxter, formerly Senior Librarian and Faculty Librarian for the Business School at Strathclyde and recently Acting Deputy Director in the library is the new Head of Information Management. Prior to joining the university Elaine worked for a leading London law firm and is a past chair of BIALL, the British & Irish Association of Law Librarians. She has also participated in the work of the JISC Legal Information Service based at Strathclyde University. The third member of the Library and Information Resources management team is Jim Campbell who heads up customer services, comprising help and reader services, research and learning support, and communications. Jim previously managed the university's IT help services.

Summer 2010 saw the first phase of a redevelopment project to transform the library into an up-to-date learning and research space. It will enable the university to integrate library resources previously housed at the university's Jordanhill campus into a single location at the university's city campus. It is anticipated that the converged service will be on site by 2012. Refurbishment of level one of the main library commenced at the start of the summer vacation with stock relocated to other floors of the library. This was achieved without any 'down time', the library remaining open throughout the moves while library staff and stock decanted to other parts of the building. The library opened a number of new services at the start of the academic year, including bookable group-study space and a suite of rooms equipped with computer places.

Swansea University

Chris West

Swansea University has bid a fond farewell to Chris West, Director of Library and Information Services since 1999. He joined the university in 1994; before becoming Director, his previous posts were as Deputy Director and as Sub-Librarian (User Services). Prior to that, he had worked in a variety of roles at Leicester University Library for eighteen years and for three years at the National Library of Wales. Chris was a member of the SCONUL Executive Board and the Wales Higher Education Librarians Forum and was a director of Welsh Networking Ltd.

In 2006 LIS received the Charter Mark Award, becoming one of a small number of UK higher education library and information services to achieve this award, in no small part to Chris's leadership. The award was successfully revalidated as the Customer Service Award in 2009.

Chris officially retired at the end of September 2010.

Kevin Daniel

Kevin joined Swansea University in 1981. He joined Swansea Computer Science department as Support Officer, providing support and administration for teaching and research.

In 1996 he became head of the newly formed Administrative Computing Unit to provide systems support and development for central facilities including HR, Finance and Student Records; in 1997 he was made responsible for Management Information and Statistical Returns for the University.

With the development of systems at Swansea working closely with corporate developers, Kevin was made Chairperson of the Welsh SITS Student Records user group and executive member of the national user group until 2004.

Kevin became Director of Administrative Computing in 1999, having responsibility for systems development, technical support, management information systems, student records and media resources sections.

Kevin became Director of Library and Information Services at the start of October 2010.