

**UNIVERSITY OF ULSTER
FINANCE & INFORMATION SERVICES DIRECTORATE**

Library Annual Report 2012 - 2013

Our Vision

Transform the experience of our library users through excellence in the provision and development of sustainable library services and resources.

Introduction

Welcome to the Annual Report of the Library Service at the University of Ulster. I hope that you will find the information contained in this report both interesting and informative as well as an indicator of the value and impact value of the Library Service to the user community at Ulster.

The 2012 - 2013 academic year was one of significant change for the Library Service, change that can be summarised in two words: structure and strategy. The Library staff structure was realigned to reflect the key growth areas of electronic resource support, customer-focused activities and the requirement to produce business information to support informed decision making. A new service delivery model was also introduced as an outcome of the restructuring process. The responsibility for the University's Rare Books Collections was transferred back to the Library Service where promotion and access to the collections can be managed in tandem with the unique Special Collections that we currently curate and support. The University Archive now also sits under the umbrella of the Library Service and is managed within the newly formed Archives and Business Support function of the service.

In November 2012, Senate endorsed the new Library Services Strategy for the period 2012 - 2013 / 2015 - 2016. The Strategy sets the direction for the Library over a four year period and underpins the Library's commitment to continuous service improvement through supporting and enhancing the student experience. In this respect, credit must be given to Ms Colette McKenna, our former Head of Library Services and University Librarian for her leadership and significant contribution to the development of the Library Service at Ulster and whose vision led to the articulation of the Library Services Strategy. Colette is now Director of Library Services, University College Cork, and we wish her well in her new post.

Service to users is at the heart of the Strategy which focuses on six Strategic Priorities as follows: - to enhance the user experience, accelerate the development of the digital library, support teaching, learning, research, innovation and administration, to collaborate in widening participation and access initiatives, to manage library collections effectively and to fully exploit the University's cultural assets through development of the Rare Books and Special Collections.

This report has been structured around the Strategic Priorities identified in the Library Services Strategy to give a sense of the progress that has been made towards implementing the Strategy in the 2012 - 2013 academic year.

Staff engagement with the Library Services Strategy is vital to ensure the successful operationalisation of the Strategy and all service developments associated with it. We value the contribution and commitment of our staff in delivering a high quality service to all users. It was therefore important to seek the opinion of Library staff and encourage staff to contribute ideas for service development in the context of the Strategy. To achieve this valuable input, a representative group of Library staff met together as part of our annual Full Subject Team Away Day at the Belfast campus in June 2013. The theme for the event was service improvement in the context of the Library Services Strategy. The guest speaker was Emeritus Professor Patrick McNamee who delivered an entertaining and challenging overview of library services and illustrated his presentation with examples of commercial organisations that embraced the challenge to change in the current economic environment and thrived as a result. A number of useful suggestions for service development emerged from the discussions and have been fed into the Strategy action plan.

Enhancing the Student Experience

The Library Service continues to perform well in the National Student Survey. In the 2012 survey, 88% of respondents stated their overall satisfaction with the Library Service; this is above the national average for the sector.

It is our intention to build on this achievement and to continue to identify ways to improve and enhance service delivery. In spring 2013 the Library launched a major service improvement initiative to Faculties in order to enhance the provision of online subject specific information. The introduction of LibGuides, a web publishing tool which incorporates the use of innovative technologies such as video streaming and podcasting to provide subject information to users, has been warmly welcomed by staff and students alike. This new user-friendly approach provides a one-stop shop for information about library resources to support all subjects taught at Ulster. The service has been accessed 57,000 times since its introduction last February.

In order to facilitate access to the collections held in Irish academic libraries, the Library has joined the ALCID membership scheme (Academic Libraries Co-operating in Ireland), a library co-operative access scheme which operates in Ireland, similar to the SCONUL Access scheme. ALCID enables access to the collections of each of the participating libraries, without formality, on production of a common ALCID membership card for full-time academics, academic-related staff and registered students reading for postgraduate degrees. This offers a much improved user service and reflects the commitment made by the Library in continuing to enhance services to all users.

The development of the digital library

The Library is committed to purchasing resources in electronic format where possible as outlined in the current Collection and Information Access Policy in order to facilitate 24/7 access to resources and support flexible modes of learning. In the 2012 - 2013 academic year, 67% of the library materials budget was spent on providing access to electronic journals and databases. To reflect the growth area of resource support and in particular electronic resource support, the realignment of the Library structure to include the post of Assistant Librarian, Databases and E-Resources support, has further facilitated the efficient and effective management of information resources in the Library. As part of an ongoing review of our internal

business processes, we are currently reviewing the collection and provision of management information in relation to the use of databases and E-Resources at Ulster with a view to implementing timely and robust procedures to assist with the efficient and effective management of electronic resources. This will improve the flow and quality of management information to Subject Librarians and enable a more dynamic approach to decision making to ensure value for money in the context of each resource.

The Library materials budget for 2012 - 2013 received a welcome 2% uplift and during the year the Library also benefited from a donation of £3K from the Ulster Fund, this was used to purchase texts to support the teaching of entrepreneurship across the Faculties. Whilst the cost of purchasing Library material in electronic format continues to rise, careful financial management and the on-going evaluation of existing resources has given us the opportunity to add a number of new electronic databases in a variety of subject areas to our portfolio of resources in the 2012 - 2013 academic year. The following databases were trialled and evaluated for relevance to teaching and research need prior to licensing and are now available:-

- BCIS – Estimating price books for the construction industry
- Benezit Dictionary of Artists
- British and Irish Women’s Letters and Diaries
- Digital-Tutors
- Peace Research Abstracts
- Sunday Times Historical Archive
- Tax Find

In order to provide access to core reading material at a time and place of the user’s choosing, Subject Librarians have focused where possible on purchasing high-demand texts in electronic format and continue to target reading lists for Distance Learning courses in order to ensure that core texts are available as digital editions. The number of texts available in electronic format continues to rise accordingly in support of this approach to learning.

A novel approach to stock selection was trialled during the academic year. The Library engaged with an eBook supplier to deliver a trial of Patron Driven Acquisition (PDA) where an item is added to library stock following an agreed number of accesses. To date over seventy eBooks have been added to library stock in a wide range of subject areas since the trial was activated in June with just under half of the financial allocation currently committed. It is anticipated that the remaining funds will be used quickly following the start of the new academic year.

The Library continues to promote the scanning service for copyright materials to support teaching. This service provides secure access via electronic reading lists to core reading material where copyright permits. Whilst demand for the service remains reasonably high with 1511 items made available in the 2012 - 2013 academic year, the number of accesses per scanned item is disappointingly low with just over half of the scans being accessed less than four times during the academic year.

Supporting teaching, learning, research and administration

Information Literacy is recognised as a core competency for academic success and employability and is a core area of business activity in the Library. This key skill enables an individual to function effectively in their personal and professional life. From the perspective of an Information Professional, it is essential that every Library user can locate, evaluate and use information both ethically and legally to succeed with effective learning and research.

The Library Subject Support Team is committed to the delivery of high quality Information Literacy training to support the development of this essential skill for life-long learning. In the academic year 2012 - 2013, a total of 1659 staff hours was devoted to providing Induction, subject-specific group training and one-to-one support in this core area. Subject Librarians delivered a total of 1764 Information Literacy skills sessions to just over 18,000 users. An additional 156 staff hours was devoted to delivering training in the use of the bibliographic software tool, Refworks. This database supports users with the referencing of citations in their preferred style and helps to prevent plagiarism through the correct acknowledgement of sources of information. Table 1 at the end of this report gives a full breakdown by Faculty and campus of the numbers who attended Information Literacy sessions in the 2012 - 2013 academic years. The demand for training in this essential skills area continues to grow. Table 2 illustrates the increase in both the numbers of sessions delivered and the numbers in attendance at these sessions over the 2010 - 2013 period.

Induction is an essential element of supporting the student experience and in keeping with this, Joint Library-IT Induction sessions were offered to all new students at the start of each semester. The 2012 - 2013 academic year was a transitional year for the delivery of Induction; based on student feedback, the Library element of Induction sessions was subject-focussed and tailored to the specific information needs of each cohort of students. Core Information Literacy competencies for first year students were developed and the Library element of each Induction session was structured around these. A new quick guide to getting started with IT and Library Services was also introduced and was well received. Induction sessions were delivered as hands-on practical sessions where possible to encourage interaction and engagement with the process. A total of 5048 users participated in these sessions across all campus libraries. The Library's approach to Induction and Information Literacy will be further developed as part of the remit of the Library's Information Literacy Sub-Group.

Collaboration in widening participation and access initiatives

The Library continues to develop excellent working relationships with Faculties and Administrative departments with respect to promoting the Library Service and its value to the user community. This year in particular, the Library has collaborated extensively with Faculties and central departments in relation to providing advice and information about library services and facilities to support the transition from School to University. Members of Library staff participated in Faculty Open Days and Evenings, over 1,200 prospective students and their families were shown around the Libraries at these events. Library Staff also participated in the highly successful Parent's Evening at the Jordanstown campus organised by Employability and Marketing. The Library continues to develop relationships with Alumni and a Library

visit was organised for a group of former Business and Management students who visited the Coleraine campus earlier this year.

We were delighted to host a group of Library and Information Management students from Kentucky, accompanied by an academic member of staff and a representative from Interstudy who arranged a visit to the Library at Coleraine in May this year. The students were given an overview of the Library Service and an introduction to Rare Books Librarianship in the context of the Special Collections and Rare Books held in the Library at Ulster. Valuable links were made with the School of Education as students and staff from the Library and Information Management course at Ulster delivered presentations to the group. The event was a great success and a return visit is planned for next year.

We appreciated the opportunity at our annual Library Full Subject Team Away Day to discuss and review Library support for international students with Mrs Roisin McEvoy, Head of International Student Experience. Roisin facilitated an engaging and positive discussion around current Library support for campus-based and distance learning international students, including QABS provision. The development of a new LibGuide to draw together Library support for international students was highlighted and welcomed.

The Head of Customer Focus and Business Support continues to engage with staff in Partner Institutions through the organisation of, and attendance at, bi-annual meetings with representatives from the Libraries of the Partner Institutions where University of Ulster validated courses are delivered. These meetings are particularly valued by the Librarians from the Partner Institutions as a useful forum for the sharing of information and the discussion of areas of common concern.

The Library continues to provide support for the QABS partnership and a member of Library staff participated in the interview and selection process to appoint a qualified Librarian for the London branch of QABS. We are looking forward to working with and supporting this member of staff in her new role.

Rare Books and Special Collections

The repositioning of responsibility for the University's Rare Books Collections within the Library Service in the 2012 - 2013 academic year ensures that the Library is now in a position to promote and develop the rich cultural assets of the Institution both internally and to the wider research community. We have taken every opportunity to do this in the past academic year and I will focus on a few of the highlights.

Following the formal closure of the Derry and Raphoe Diocesan Library Conservation Project, the Library was invited to mount an exhibition of some of the items from the project at a meeting of University Court at Magee. This also afforded an opportunity to display the online interactive monitor which was developed to provide the history and background to this interesting project.

We were delighted to be able to highlight a small number of items from the Henry Davis Collection of Rare Books in an article published in the Times Higher Education Supplement in June this year. This was a welcome opportunity to publicise the collection to scholars at a national level.

As part of our on-going outreach activity, we welcomed a group of around sixty visitors representing the Presbyterian Historical Society of Ireland to the Magee campus Library. The visitors were given a presentation by Frank Reynolds and Fionnuala Carlin, members of Library staff with specific responsibility for Rare Books and Special Collections. Items on exhibition included examples of the conservation work completed as part of the Derry & Raphoe Library Project, photographs from the Magee Community Archive as well as manuscripts and books from the Magee Rare Books Collection. The presentation was well received and has stimulated research interest in the collection.

The University has further strengthened its academic connections with the wider research community through the signing of a Memorandum of Understanding between the University and Armagh Public Library (the Robinson Library). This collaboration is intended to promote the use of the unique library resources held by the participating Institutions and to support and promote academic research using the library collections.

During the year, the Library was also fortunate to receive an award from the Garfield Weston Foundation to support a contribution to the Derry-Londonderry City of Culture Strategy for 2013. This award is being used to raise the profile of the Irish Collection in the Library at Magee. A small display case has been purchased to enable the on-going display of material from the collection. A short guide to the collection is also in preparation focusing on the theme of 'Revealing the Hidden Treasures of the Irish Room'. The award will also enable us to engage a speaker to promote the collection to the wider community.

Developing and optimising staff

The personal and professional development of all Library staff is essential to ensure the delivery of a high quality Library service to support the business needs of the University as outlined in the University's Corporate Plan in relation to teaching and learning and research and innovation. The importance of staff development is recognised in the Library Services Strategy as a cross-cutting and Enabling Objective "To develop and optimise staff".

To support this Objective, the Library CPPD Sub-Group works in close partnership with Staff Development to identify and deliver developmental opportunities for all staff. Marion Khorshidian, Chair of the Library CPPD Sub-Group recently participated in the pilot of the Ulster Professional Development Scheme which is aligned to the UK Professional Standards Framework for Teaching and Supporting Learning in Higher Education This scheme provides external acknowledgement and recognition of staff professional development. It is our intention to provide a framework to enable Library staff to avail of this developmental opportunity in the future.

I wish to acknowledge and congratulate those members of Library staff who have participated in a wide variety of Staff Development courses during the year. Library staff continue to participate in the Postgraduate Certificate in Higher Education Practice, this reflects their professional approach and commitment to delivering a high quality teaching and learning experience through the Information Literacy programme that is available to all staff and students. In addition, a significant

number of Library staff achieved external recognition of their role in supporting teaching and learning at Ulster and have been awarded the status of Associate Fellow or Fellow of the Higher Education Academy.

The Library's commitment to developing the skill and expertise of staff in a supervisory role is reflected in staff participation in the developmental programmes offered by Staff Development. The Step Up to Management course provides an important opportunity for staff to acquire a qualification in this area. This year three members of staff gained the Institute of Leadership and Management level 2 qualification in Team Leading, and a further two members of staff have successfully completed the ILM level 5 qualification in Leadership and Management.

Distance Learning has also been used to provide specialised training for two members of Library staff to enable them to develop new knowledge in the areas of understanding and managing Rare Books and the principles and practice of Archive Management, both courses were delivered by the University of Dundee. This training was undertaken in direct response to the recent addition of both the management of the University Archive and the Rare Books collection to the Library's portfolio of expertise.

It is encouraging to note that three members of staff continue to play an active role in the training and development of new Library and Information professionals through the contribution of their knowledge and expertise to support the delivery of modules on the Library and Information Management course delivered at Ulster. As an indication of the Library's commitment to the profession, we continue to support two students each year to obtain a professional qualification in Library and Information Management. One member of staff is currently completing the Masters level qualification and it is particularly gratifying to note that a previous graduate of the course and current member of Library staff has had an article published in a professional journal.

The challenge to change is a given for the foreseeable future as we continue to plan and prepare for an interim move of the Library at the Belfast campus in 2015 and the delivery of a twenty-first century library service in the Greater Belfast Development. We aim to be ambitious in our vision for service delivery and will continue to engage with our partners both internally and externally to ensure that we can deliver a first class library service to all users.

In concluding this annual report, I am confident that the Library Service at Ulster is well placed to meet the challenges that lie ahead. We will take every opportunity to introduce service initiatives and improvements in order to develop and enhance services to all users and to maintain our position as a highly regarded and responsive user focused Library Service.

Janet Peden
University Librarian
November 2013

Table 1

Information Literacy Sessions

Breakdown of Numbers Attending by Faculty and Campus 2012 - 2013

FACULTY	AD&BE		Arts		C&E		L&HS		SS		UBS		
CAMPUS	No of Sessions	Attendance											
BELFAST	41	1354	10	101	0	0	0	0	0	0	0	20	373
COLERAINE	0	0	31	799	13	120	112	1495	20	150	34	517	
JORDANSTOWN	143	1203	5	26	72	1917	335	1650	225	2703	138	1840	
MAGEE	0	0	27	173	4	64	366	1911	111	1231	57	746	
TOTALS	184	2557	73	1099	89	2101	813	5057	356	4084	249	3476	
% Attendance of those booked into ALL sessions		95%		81%		96%		67%		81%		83%	
Total number of subject sessions =							1764						
Total number of attendees =							18374						
Average % attendance of those sessions booked across faculties =							84%						

Table 2

Trends in Information Literacy Sessions 2010 - 2013

FACULTY	AD&BE		Arts		C&E		L&HS		SS		UBS		TOTAL	
	Sessions	Attendance												
2010-2011	217	2351	74	1188	61	894	577	4014	291	3752	190	3288	1610	15487
2011-2012	117	1622	58	1062	119	1205	850	6076	377	3786	204	3126	1725	16877
2012-2013	184	2557	73	1099	89	2101	813	5057	356	4084	249	3476	1764	18374

To note:

- An **18.6%** increase in attendance at Information Literacy Sessions from 2010 - 2013.
- A **9.6%** increase in the number of sessions delivered from 2010 - 2013.

A session denotes either a pre-arranged Information Literacy class arranged for a specific group of students or one-to-one Information Literacy support delivered on request.

Spending on Library materials and services, 2012 - 2013

Based on Library outturn July 2013

