
News from member libraries

Durham University Library

WORK SMART



During the run up to the 2014 examination period, the Library has worked closely with Durham Students' Union on a joint initiative, *Work Smart*, to raise awareness of student welfare and provide study tips and advice.

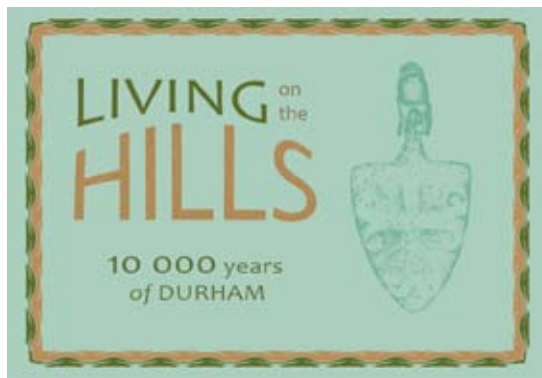
We produced a large revision planner which highlighted the Library's 24/7 opening periods and gave students a framework to plan their studies. During the run up to exams, Durham Students Union offered relaxation and exercise activities. We also shared a series of study tips on our digital displays in the Library and through social media, and ran a photo competition for students to share theirs!

SUMMER REFURBISHMENT WORK AT THE BILL BRYSON LIBRARY

During summer 2014, the central area on Level 3 closed for refurbishment. The books located in this area have been moved temporarily to mobile shelving in the Level 1 East Wing to allow the work to take place. The refurbishment will repeat the work on Level 4 to update the heating, lighting and ventilation systems, and provide additional power supplies to study desks. The refurbishment will be completed by October 2014 and Level 3 will provide a light and comfortable study area.

The Bill Bryson Library's main staircase has also been refurbished over the summer, alongside Rooms 1 and 2 at the nearby Leazes Road Library.

NEW ARCHAEOLOGY DISPLAYS AT PALACE GREEN LIBRARY



In July 2014, Palace Green Library became the new home for displays from Durham University's Museum of Archaeology. *Living on the Hills: 10,000 Years of Durham* explores the lives of people who have lived and visited Durham through the tools and everyday objects they used, and the art and architecture they left behind to be rediscovered. Visitors can discover Prehistoric objects found by chance at the turn of the century, Roman objects uncovered by Victorian antiquarians and Medieval objects found during 1970s archaeological excavations.

From June to September 2014, Palace Green also hosted an exhibition of archaeological finds from Durham's river. *Diving into Durham: Hidden History Under Elvet Bridge* documented Gary Bankhead's search for objects in the River Wear, where over the last six years he has uncovered more than 3,500 artefacts.

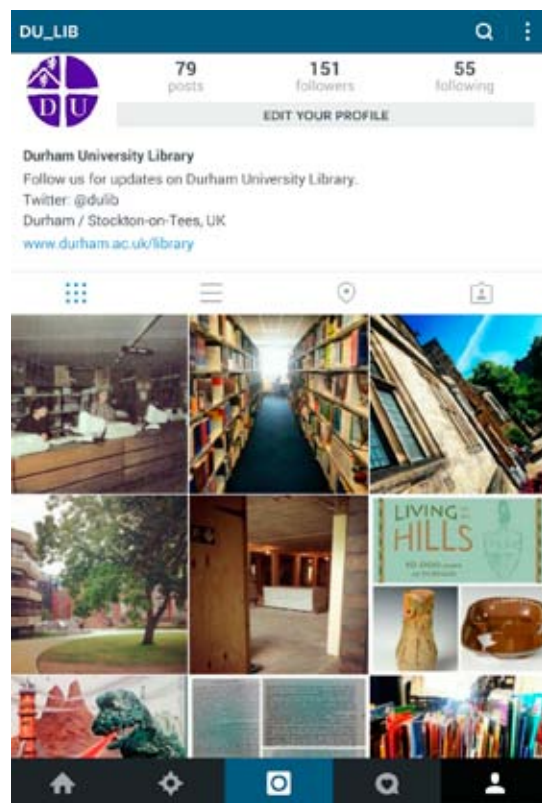
THE LIBRARY ON INSTAGRAM

The Library's social media team have recently started using Instagram as a new way for us to connect with people and other libraries. A few members of the team already had personal Instagram accounts so were familiar with the program.

One of the benefits of using Instagram is that posts can also be sent via Twitter at the time of uploading. This also initially helped us to gain Instagram followers, along with hash-tagging our images with appropriate tags.

We find that we can use Instagram in a way that we wouldn't use Facebook's photo sharing facilities, posting photos more regularly and visually

pointing out services or features of our libraries. We have yet to do a staff #selfie, but have posted a #shelfie or two!



www.instagram.com/du_lib

CREATING VIDEOS

In 2014, the Library's Communications and Marketing Group have been busy creating a new series of short videos demonstrating how to use our services, resources and facilities. Our Library video had become out of date due to refurbishment work over the last few years transforming the look of the Bill Bryson Library.

Five members of staff have been working to storyboard, script, direct, film, act as students and staff (in Oscar-worthy performances), cut and edit the videos. An HD video/camera, tripod and microphone were purchased for the project.

LIBRARY GUIDES

Our subject guides and general library guides have been completely redesigned, from layout to content, in advance of the 2014/15 academic year. Our previous guides were A4, double sided sheets, and have been reconfigured to DL size.

We cut down the number of subject guides where possible by merging compatible subjects, and we

have updated the content to make it more relevant and appropriate.

For the general guides we have taken part in Customer Journey Mapping exercises to rethink the way we need to present information. For example, when working on our Visitors guide, we physically walked the journey into and through the library from the point of view of a visitor.

For all of the guides, a new paper design was created and printed externally. All of the content was then printed in-house on this newly designed paper.

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

Anna Smith
Library Assistant
anna.smith2@durham.ac.uk

Imperial College London

LIBRARY SERVICES STRATEGY

Library Services launched our new strategy in September 2014, reflecting the needs of our communities of researchers and learners. At the heart of the strategy are five priorities. We will

- enhance the impact of College's research, through the development of researcher-focused services
- develop services to support all Imperial's communities
- transform our spaces so that they are inspiring to learners and researchers and remain relevant to their evolving needs
- embrace innovative ways of working
- develop our people by creating an enabling culture

A TEAM FOCUSED ON SUPPORTING EDUCATION AND RESEARCH

This year has seen a number of key appointments dedicated to the development of researcher-centred services. In the Education and Research Support Team, our Academic Support Manager is one of the lead staff members working in the rapidly increasing area of gold open access publishing, with other posts supporting green open access activity. We also recently appointed to the post of Research Data Support Manager. Both posts

reflect the library's expertise in these areas and strengthen our Academic Services directorate.

SERVICE DEVELOPMENTS – IPAD LOANS

This academic year will see the launch of our new iPad loans service. Our pilot twenty devices will be available for a two-week loan, to students only, at our Central Library. The project has allowed us not only to talk to students about the most useful apps, but more broadly to explore the use and value of iPads in an academic environment.

Angus Brown
Team Leader, User Services
Central Library
Imperial College, London

a.brown@imperial.ac.uk
020 7594 8823

Limerick Institute of Technology

IRISH LIBRARY RECEIVES MAJOR EUROPEAN PROJECTS AWARD

Jerald Cavanagh and Pdraig Kirby of Limerick Institute of Technology Library Service, Limerick, Ireland, have been recognised by the European Projects Association for distinguished effort in the development of the European Union through European Projects and for efforts in building a better society. They have been recognised for the EU TEMPUS project 517117 Developing Information Literacy for lifelong learning and knowledge economy in Western Balkan countries. This is a €2m Tempus project which includes EU partners from Greece, Romania and the UK and partners in the Western Balkans and is implementing transformative Information literacy initiatives across Universities, libraries and communities in Albania, Bosnia and Herzegovina, Montenegro and Kosovo under UNSC Resolution 1244/99.

The European Projects Awards Nomination Campaign aims to highlight the work done by individuals who have had a positive impact on the field of European Projects Development.

Jerald Cavanagh and Pdraig Kirby received this award from the European Projects Association in cooperation with their partners: World Research and Innovation Congress, International Innovation and Research Media, The Parliament Magazine, The Regional Review, EU Observer and EuropaNews.

The Awarding Ceremony took place on 7 October 2014 in Brussels.

Tempus is the European Union's programme which supports the modernisation of higher education in the Partner Countries of Eastern Europe, Central Asia, the Western Balkans and the Mediterranean region, mainly through university cooperation projects.



From right to left Jerald Cavanagh Institute Librarian Limerick Institute of Technology and Pdraig Kirby Senior Library Assistant, Limerick Institute of Technology pictured with Tempus project representatives Fuada Muslic and Beba E. Rasidovic from the University of Sarajevo, Bosnia and Herzegovina.

Padraig Kirby
Senior Library Assistant
The Library
Limerick Institute of Technology,
Padraig.Kirby@lit.ie

University of the West of England Bristol

HIGHER EDUCATION ACADEMY-FUNDED RESEARCH ON LIBRARY SUPPORT FOR STUDENTS WHILST ON PRACTICE PLACEMENTS

UWE have completed a study on support for the library and information needs of UWE health and social care students on placement. The full report is available from: <http://eprints.uwe.ac.uk/20615/>

This research set out to inform the development of a new service to support UWE health and social care students whilst on placement, and in the second phase next year, will evaluate the new service. Set against a background of increasingly varied placements for students, changes in assessment hand-in patterns and the growth of electronic resources and services from the library, the research was led by health and social care librarians working with UWE students, academic and NHS library colleagues.

LEARNING ZONE

At the campuses supporting Health and Social Care – Alexander Warehouse and Glenside – the faculty have recently invested in a newly refurbished learning and teaching space for student and staff use. The area comprises:

- an open access area: a 100m² space over two rooms with some fixed IT plus good wireless provision. The area provides a range of seating and tables for individual and small group working.
- PC labs: designed for teaching, the area provides state-of-the-art lecterns and screens and comprises 35 fixed PCs over two rooms each, with a total floor space of 80m². When the spaces are not booked for teaching, they will be available for student use.
- IT Help Desk providing specialist support for students and staff
- Help Zone where a range of support and development services will be available on a drop-in basis; e.g. Espresso Maths, sessions from the English Language and Academic Skills Unit

LIBRARY IMPACT AND VALUE FOR EDUCATION AND SKILLS: THE LIVES PROJECT

In this research we aimed to discover the perceived impact and to identify the value of librarians' embedded information literacy teaching on student skills development.

Faculty and library staff interviews and student focus groups were used to gather evidence about the perceived impact of four library interventions, to identify possible enhancements and to investigate the drivers and barriers to embedding information skills teaching within modules.

An article published in the special issue of New review of academic librarianship (*Action research and the academic library practitioner: theories and applications*, 20:2 [2014]) details the findings of the research. Alternatively the authors' final version of the article can be viewed at <http://eprints.uwe.ac.uk/23213/>

The full LIVES Project report is available at <http://eprints.uwe.ac.uk/21776/>

ENGLISH LANGUAGE AND ACADEMIC SKILLS UNIT PROJECT

The five senior lecturers historically involved in providing English language courses for international students have moved into the Frenchay Campus Library in order to expand their remit and to support the growing 'Academic Success' initiative, led by Library Services. They will be working closely with faculty and subject librarians to embed more of their academic writing training and development into the curriculum (via online learning, as appropriate) and to offer a more central hub for workshops, drop-in support and referrals, alongside library provision. This will be supplemented by Peer Assisted Learning leaders working in Library Services to provide workshops on presentation skills and time management.

We hope that this will provide more holistic support for students undertaking assignments whereby they can, arguably, find support for all their academic and information skills needs in one place. At the other campus libraries we are developing similar support in close liaison with relevant study skills staff.

SUPPORT FOR OPEN ACCESS PROJECT

Engagement with the library-managed Research Repository continues to grow; 3169 new records were added in the year 2012–13, which is a significant increase on the previous year. It will be interesting to see if this growth has been maintained for the year 2013–14. Forty-seven percent of Research Repository records published since January 2014 have been full-text and of these, 21% are full open access. In June 2014, individual researchers added 95% of new records – a positive reflection on the training and advocacy work done by the Research Repository team. The most downloaded item in the Research Repository (V. Braun and V. Clarke (2006) Using thematic analysis in psychology. *Qualitative Research in Psychology* 3:2, 77–101. ISSN 1478-0887) has been downloaded over 53,000 times. Since September 2013, doctoral students have been required to upload a copy of their thesis to the Research Repository, which brings UWE in line with requirements at other UK Higher Education institutions.

Since January 2014, the library has been managing the Research Councils UK block grant for payment of article processing charges. This has involved setting up new procedures to manage the payment process, which has so far generally been quite straightforward. We have just received

the second block grant from RCUK, and are waiting to see if article processing charge requests increase over the coming year.

Ellie Clark-Webster,
Customer Liaison and Outreach Manager,
Library Services,
University of the West of England, Bristol
eleanor.clark-webster@uwe.ac.uk