
News from member libraries

Durham University Library

'MAIN LIBRARY' BECOMES THE 'BILL BRYSON LIBRARY'



In recognition of his Chancellorship, the main University Library has been renamed the 'Bill Bryson Library'. Bill Bryson was Durham University's 11th Chancellor and formal head of the University from April 2005 to 31 December 2011. The US-born journalist and author, who has lived most of his adult life in England, is best known for his series of books observing life in North America, Britain, Europe and Australia. The library will adopt the new name in all communications from September, with an official renaming ceremony in late 2012.

LINDISFARNE GOSPELS TO BE DISPLAYED AT PALACE GREEN LIBRARY IN 2013

In the summer of 2013 one of the world's greatest books, the Lindisfarne Gospels, will be on show in a unique exhibition in Durham University's Palace Green Library. The Lindisfarne Gospels Durham exhibition will present a contemporary interpretation of one of the nation's most enduring stories, the tale of the North's most famous saint – St Cuthbert – and one of the world's greatest books – the Lindisfarne Gospels.



The Lindisfarne Gospels will be displayed in Palace Green Library's new world-class exhibition facilities. Following the Wolfson Gallery's opening in 2011, the Dunelm Gallery opened its doors for its first exhibition, 'Durham restored', in June 2012, coinciding with the reopening of Bishop Cosin's seventeenth-century library following a major conservation project.

The Lindisfarne Gospels Durham exhibition is part of a partnership between Durham University, Durham Cathedral, Durham County Council and the British Library. For more information, visit: <http://www.lindisfarnegospels.com/>

NEW STUDY FACILITIES AT THE NEWLY RENAMED 'LEAZES ROAD LIBRARY'

During 2011–12 work began to co-locate the Education Library and Hild Bede College Library collections. Hild Bede College Library resources were moved to the School of Education in September 2012 and the Education Library has been renamed the 'Leazes Road Library' ahead of the 2012–13 academic year.

During summer 2012 refurbishment work has been taking place at the Leazes Road Library to create new study areas and modernise existing facilities. Staff areas were reduced and the help and information desk has been moved to face the library entrance. The Leazes Road Library staff office and Room 4, which previously housed audio visual equipment, have been transformed into bookable group study rooms.

The education journal collections have been moved from Room 8 on the first floor of the Leazes Road Library down to the ground floor, close to the library entrance. Room 8 is now a dedicated study space for taught and research postgraduates.



MAIN LIBRARY BOOK MOVES

Throughout the summer of 2012 the book stock in the Main Library is being reorganised. Following the opening of the new East Wing and the additional space this has created, much of the monograph sequence is being moved in order to create a sequence of books which, using the Dewey Decimal Classification system, moves logically from 0 on Level 4 down to 999 on Level 1. All the library's journals are to be moved into newly built compact shelving on Level 1. Current and back issues of journals will now be shelved together. Given the scale of the book move, with hundreds of thousands of items to move, it is expected to take all summer to complete. The new arrangement will be in place for the start of the Michaelmas term in October.



CHARITY FUNDRAISING

On Friday 4 May 2012 the library donated a day of fines to Durham University's Charity Kommittee (DUCK). 'Fines Friday' raised a fantastic total of £2827.40 for four charities: Macmillan Cancer Support, Mind, Save the Children and the Woodland Trust. In the days leading up to Fines Friday, students were given the opportunity to help decide which charity the fines money should be donated to by casting their votes at the Main Library via the virtual learning environment and the library Facebook page. The total money raised exceeds the amount received in library fines on any single day in the last six years, which is as far back as our computerised records go!

At the end of June six members of Library staff cycled the coast-to-coast route from Workington to Sunderland, raising over £1000 for Cancer Research and Save The Children.

Ben Taylorson
benjamin.taylorson@durham.ac.uk

Rachel Smith
r.l.smith@durham.ac.uk

Liverpool John Moores University: library and student support

NEW SERVICE HOURS AND STAFFING MODEL

In September we moved to our new term-time operational model, introduced after a lengthy period of planning and staff consultation. Core service hours are now 08.45 – 19.00, offering full service but with a reduced team on a rota in the 17.00 – 19.00 slot. A new evening/weekend team on annualised hours contracts has been recruited, providing staffed services from 19.00 until 23.00 on weekdays and from 10.00 until 20.00 at weekends and on Bank Holidays. The NORMAN service offers IT support after staffed services close.

IT STANDARDS

A project to coordinate branding and service provision across all open access IT areas in the university was completed over the summer. PC availability is now displayed on screens in the various buildings and an online pc booking service was implemented for the start of term. We have been working with IT support staff across

the university to define an IT support model, and front-line staff in the Learning Resource Centres (LRCs) have completed a training programme for all basic enquiries, defined as level 1.

EBS CO DISCOVERY IMPLEMENTATION

Following a tender exercise in the spring, EDS, branded Discover, was successfully implemented over the summer and launched on 10 September, providing a simplified and unified search interface to both print and electronic resources. The search box has been made available on the student home page and in Blackboard as well as on the Library and Student Support web pages. Feedback from students in induction sessions has been good and we will undertake further consultation with both students and staff to inform the future development of the service.

STOCK MAINTENANCE

During the academic year 2011–12 we undertook a full stock-check using the 3M Digital Library Assistant technology. Errors in the library catalogue have been corrected and obsolete records removed. Small sections of the print stock will now be checked on a rolling programme to ensure the records remain accurate. As some of our print stock, for example in the art history section, was showing signs of extreme wear and tear, we worked with Manchester binding firm Hollingworth and Moss to try out new styles of book binding, including a very successful method embedding cover images in the new hardback binding. Over 900 books were rebound as part of a 'repair and replace' project to prolong the life of books we wish to retain.

RESEARCH SUPPORT ACTIVITIES

In collaboration with the Research Support Office we are running monthly 'Research cafés' in the LRCs, bringing together researchers from different disciplines, including the current Vice-Chancellor, to speak for ten minutes on their subject, followed by refreshments and informal networking. We are participating in research induction sessions for new academic staff and the postgraduate research training programme, both expanded this year as a result of the recruitment to fifty new research posts in the spring. We have been supporting research in the English department relating to the identification of contributors to *Punch*, and will host the launch of the online database in November. A number of items from our Archives

collections have been on display at the Vienna Kunsthalle in the William Burroughs exhibition.

Valerie Stevenson
Head of Research and Learner Support
Liverpool John Moores University

Manchester University Library

NEW NAME FOR THE LIBRARY

We have changed our name from 'The John Rylands University Library' to (guess what?) 'The University of Manchester Library'.

The change is effective immediately and is accompanied by a change in visual identity, to align the library more obviously with the University of Manchester.

In our strategic plan for 2009–12 we identified the need to move to a name which more accurately reflects our identity, and to remove the longstanding confusion with the John Rylands Library, the home of our special collections, and more widely known visitor attraction in the heart of Manchester's city centre. We believe that this change also properly restores a distinct sense of identity to the John Rylands Library which has been part of the University Library since the 1970s, but which is also an internationally important library in its own right. This recent change is one of the last outstanding goals of 'New directions', our library strategy for 2009–12. We move to a new strategic plan for the library in January 2013.

The University of Manchester Library incorporates the main library, the John Rylands Library, the Joule Library, as well as several other subject specialist libraries.

£24M LEARNING COMMONS OPENS ITS DOORS

The Alan Gilbert Learning Commons, named after the university's inaugural President and Vice-Chancellor, opened on 1 October.

Managed by the library, the twenty-first century study space boasts more than 1000 flexible study spaces and an inspiring range of equipment and furnishings for individual and group study. Students have access to 400 PCs, laptop-charging lockers, thirty bookable group study rooms, Skype area and media screens for presentation and group work.



We took an early decision that the Learning Commons would not hold books, but instead be an extension of existing library facilities.



To provide inspiration for everybody studying and working in the Learning Commons, its fabric and facilities celebrate the University of Manchester's rich heritage of achievement and innovation. Students have created designs reflective of the Manchester experience, and these are printed onto the walls, doors and glass panelling of the learning spaces for everyone to see.



Professor Alan Gilbert, who recommended the building of a learning commons, sadly died just after his retirement in 2010. The new building is a tribute to his vision.

RESTRUCTURE HERALDS NEW LIBRARY STRATEGY

The library has just completed the final phase of a restructuring designed to align us effectively with the university's (and library's) strategic goals, and to build capacity for new service development in support of research, teaching and learning.

This particular phase means that a long-standing model of academic liaison through teams of faculty librarians has been abandoned. In its place, two new functional teams have been introduced: Research Services, and Teaching and Learning. These teams will bring breadth, depth and consistency to our services, in a way that was becoming increasingly challenging with a discipline-oriented structure, and will allow the necessary focus to build new services which respond to university demands in areas such as e-learning, copyright support, open access publishing, bibliometrics and research data management.

In addition, a third team with responsibility for academic engagement will enable us to preserve the library's liaison remit, but with a greater emphasis on marketing, communications and integration into university business processes.

Each of these teams will be led by a member of our senior team:

- Head of Research Services: Simon Bains (also Deputy Librarian)
- Head of Teaching, Learning and Students (which brings together our existing Customer Services department with the new Teaching and Learning team and the new team responsible for the recently opened Learning Commons building): Katy Woolfenden
- Head of Strategic Marketing and Communications (a new post to take the strategic lead of three teams: Academic Engagement (above), Fundraising and Marketing & Communications)

Included in this reorganisation is the creation of some new posts responsible for e-learning technology, learning development and bibliometrics.

CSE AWARD

We are very pleased to announce that the University of Manchester Library has been awarded certification against the Customer Service Excellence Standard.

The achievement of this challenging government standard holds particular significance for us, marking the culmination of our work to achieve the goals set out in 'New directions'.

Areas of strength highlighted by the assessment were our Customer Charter and level of consultation with students, the service innovations suggested by our customer-facing staff, our detailed and timely service standards (for which we received Compliance Plus) and our embedded corporate commitment.

The CSE assessor commented: 'The University of Manchester Library has undoubtedly created a culture of openness, trust and empowerment, which facilitates a customer focused approach. Staff morale and job satisfaction appear to be excellent and help people to buy into the customer first ethos.'

www.manchester.ac.uk/library