

**ISD: Library Report for Student Experience Committee – 10 February 2016**

**Library space – planning for the future.**

The Library has been investigating costs for various options that have informed the discussion paper “UEA Library: Responding to growth” which is being reviewed by the Library Forum and ISSC. The paper provides a detailed option appraisal for how the Library needs to respond to the University’s actual and projected growth in student numbers and the Library’s projected growth in physical collections in both the short and long terms. It also considers how issues around the infrastructure of the building might be addressed within the context of the wider Estates plan. With the library and its external store now full, along with requests for additional study spaces, the Library needs to agree a sustainable way forward for the next 15 years and beyond.

**Library building closure impact**

The essential critical maintenance work over the Christmas period was completed successfully. The alternative arrangements – in Union House, ITCS and INTO - worked well for the vast majority of students. Only one complaint was received, from a student at another university hoping to use the study facilities at UEA Library.

**Library activity – key statistics**

- Footfall into the Library building has fallen very slightly year on year for the period 1 Aug to 31 Jan, from 660,940 in 2014-15 to 655,720 in 2015-16. This slight decrease is likely to be due to the 6 day closure of the Library building during the Christmas vacation. Occupancy figures for the building however show a year on year increase of 9.8 %, from an average headcount of 641 to 704 based on benchmarked sample days.
- Since September 2015, a new system of automated online bookings has been operating for groups study rooms in the Library. Use of the Library’s licensed electronic resources continues to grow year by year. In 2014-15 there were 1,943,705 full text article requests from our available electronic resources compared with 1,824,516 in 2013-14. This represents a 6.5% increase in usage.

**Online room bookings.** This initiative was launched in September 2015, enabling students to place their own bookings for the Library’s Group Study Rooms using an online web form which interoperates with SITS. These rooms are bookable up to a week in advance, from 8am to midnight Monday to Friday and from 12 noon at weekends. In weeks 9-12 (16 Nov – 11 Dec) we saw particular heavy demand for all these rooms, with the most popular spaces at 100% occupancy throughout the day, based on the number of advanced bookings. Average occupancy across all the group study rooms in those four weeks was 74.17% with only slots early in the day or at weekends not booked in advance.

As well as improving the student experience, the online room bookings system has had the benefit of removing the manual administration which was taking staff time away from higher value activities.

Enhanced functionality, such as cancellations and more frequent refresh rates, is now being specified with a view to the system being made suitable for managing individual, as well as group, study rooms for the start of the 2016/17 academic year. User feedback from this booking system is also being used to inform the development of a campus-wide room booking system by CIS.

### **PG spaces review**

The review of PG spaces has been completed and the results, and proposed actions, discussed at the Library forum:

- Issues concerning PC repairs and cleaning have been raised with relevant departments and followed up to ensure improvements are being made.
- We are currently considering the best way of allowing lockers in the PGR space to be used for longer, either by extending the original loan length or allowing more renewals.
- We will also be investigating the cost of introducing additional IT facilities in both areas so that we can make a bid to the university or other sources for the funds needed.
- There were differing options about whether the PGR room should be opened up to PGTs at times when there was pressure on space. The Library forum has advised that we should keep the facilities as they are for the time being, especially since usage of the PGR space has been relatively high so far this calendar year, but to keep the issue under review.
- In terms of access for Integrated Masters, the Library continues to align its policy with the University's designation of these students.

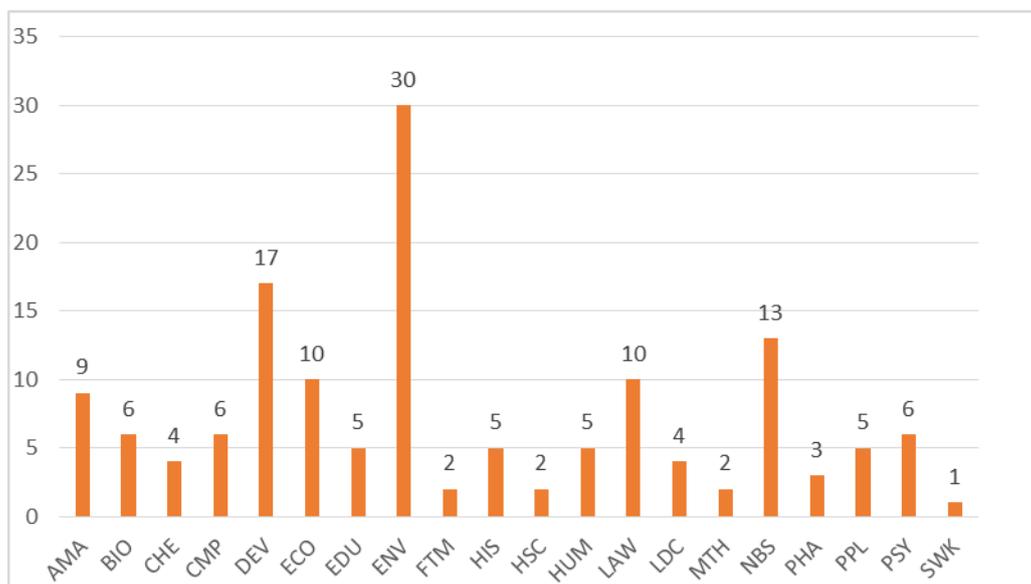
### **Digital Voyager – around the web in 30 days**

The Library's first online learning course, developed in conjunction with Careers, DOS and Learning Technology, completed successfully. A total of 145 students enrolled on the Digital Voyager pilot in November 2015. Benchmarking against typical MOOC completion rates, our aim for Digital Voyager was to see 10% of participants complete the course. In fact around 25% of the total cohort completed it. Of the 40 students who completed on time, 37 were also registered on the UEA Award and so could then use it as part of their portfolio evidence for the UEA Skills Award.

Feedback included comments like:

- *"I really did enjoy the Digital Voyager course - it really opened my eyes about people's online identity and how we use the Internet, that I really hadn't considered before."*
- *"I really enjoyed the course, although I was sceptical at first, it drew my attention to some aspects of my online presence that I didn't realise before."*
- *"Thank you for the course, it was helpful and introduced me to a number of great new tools. Coggle is so helpful for revision!"*

The Library is aiming to run a scaled up version of the course again next academic year (there is already a waiting list!) and also develop new modules to supplement its existing information skills programme.



### Reading lists service

2016 will focus on encouraging academic take-up of the service and ensuring higher coverage of core undergraduate modules (currently around 60%). Objectives include:

1. Increasing the number of academic users editing and creating the lists.
2. Growing the number of lists in the system.
3. Increasing the volume of scanned chapters available to students.
4. Publicising the service to students

Supporting policy – At its meeting in December 2015, the University’s Learning & Teaching Committee endorsed the following approaches for reading lists:

“the provision of all reading lists to the Library should be mandatory to help ensure provision of core texts and a consistent student experience across schools and disciplines.”

1. Within this it was agreed that academic staff should only have to provide this information once and the Library should be given a full reading list.
2. Where appropriate, the module outline template could refer students to the Talis reading list. The Library and LTS are giving further consideration to how this might work in practice.
3. The Talis reading online software should be the ‘tool of choice’ where appropriate for schools to provide reading lists through Blackboard, especially for core modules with large cohorts.

**Single-sign on.** The Library has been working with CIS on actions to clean up data in the library system to enable users to being able to move seamlessly between their library account and library services.

**Nicholas Lewis, Library Director 1<sup>st</sup> February 2016**