

ISD: Library Report for Student Experience Committee - April 2016

Library space – planning for the future (update)

As reported at the last meeting, the University has endorsed the Library's new Collection Development policy which supports maintaining a balance of research and teaching collections. (This was following the University wide consultation in May – July 2015).

To achieve this balance in the long term, the University must start to plan for a Library extension or equivalent and the case for this has now been made to the University.

In the meantime, the Library building is full, so in the short term we are faced with a difficult choice:

Either we stop buying books in some subject areas (which would immediately undermine the currency of research collections) **or** we carry out an in-depth review of existing teaching & research collections built up since the University was founded.

Our view, endorsed by the Library forum and ISSC is that reviewing the existing teaching & research collections for withdrawals, rather than ceasing buying, is the approach more likely to retain the integrity of the research collections. In reviewing these collections, we will look to withdraw stock under certain criteria ensuring that there is space for those materials most relevant to our current teaching and research.

More about the process we use to withdraw material from the library can be found here:

<https://portal.uea.ac.uk/library/resources/collection-development-and-relegation-project/withdrawn-books-and-print-journals>

In the initial stages we will be focusing on duplicate research books whilst retaining sufficient copies to support teaching.

Whilst, our intention is to continue to review offers of research-level donations to the Library, as stated in the new Collection Development policy, while we progress with the project, and because of space constraints, we are continuing with our temporary stop on all donations.

Library activity – key statistics

- Footfall into the Library building remains largely stable year-on-year with a 0.9% increase for the period 1 Aug to 1 Mar, from 797,925 in 2014-15 to 805,206 in 2015-16. Variables such as the 6 day closure of the Library building during the 2015-16 Christmas vacation and the earlier timing of the Easter vacation, however, make meaningful year-on-year comparisons at this point in the academic year, difficult. Occupancy figures for the building show a year on year increase of 6.1 %, from an average headcount of 646 to 686 based on benchmarked sample days.
- In April, covering the exam period, we will be implementing a new system of monitoring occupancy, based on the traffic light system used at the University of York. Various study locations within the building will be assessed by Library staff during the busy part of the day, as Red (full or almost full), Orange (some spaces available) or Green (many spaces available). The results will be displayed on the whiteboard near the Library entrance, so that anyone entering the building can see at a glance where they are most likely to be able to find the kind of study space they require.

- We have been trialling a new system for processing inter-library loan requests. In the first month of the new triage system operating we have seen an improvement in the fulfilment rate from 63% to 87.3%.

Online room bookings

In response to student feedback, improved functionality, including the ability to cancel bookings and more frequent refresh rates, have now been implemented. This is also being used to inform the development of a campus-wide room booking system by CIS which is scheduled for implementation at the start of the next academic year.

Postgraduate spaces review

Following feedback from the Postgraduate spaces review, we have made a bid to the UEA Alumni Fund for further furniture and additional PCs to maximise occupancy of these areas.

Reading Online

Work to encourage academics to take control of their lists is progressing. A short introductory online video is now embedded in the Library homepage and a couple of focus groups with students are being planned. Students are continuing to lobby their lecturers to include their reading lists in the Talis system.

Digital Voyager & UEA Award

The Library's e-learning course, Digital Voyager, proved so popular that we ran it again in February-March 2016 with 56 participants, 52 of whom were students.

Benchmarking against typical MOOC completion rates, our original goal was to see 10% of enrolled participants complete Digital Voyager. Back in November 25% of participants completed it, but this figure was outdone in the February-March course with 36% of the cohort completing the course. With a significant majority of completers being undergraduates and taught postgraduates, most will be in a position to register their achievement as part of the UEA Award.

Once again, participants demonstrated reflective and original thinking and a very good level of engagement with the course content, some even exploring beyond the immediate scope of the linked content into related works.

- *"I enjoyed learning about the different digital tools available online to enhance my academic studies and I have taken advantage of these. I have also valued the opportunity to be creative with some of the tasks each week, in particular making the visual reflection piece."*
- *"Digital Voyager is a good course, I really enjoyed it and look forward to joining your new online course."*
- *"I have thoroughly enjoyed participating in this course and will be sure to recommend it to others!"*

The Library will continue to run and develop Digital Voyager over at least the next 3-5 years, and will also seek to expand its e-learning offering in response to this demand.

"You said, we did"

ISD's latest 'You said, we did' summary poster was published in February and is reproduced below for information.

You said: "More access to PCs during peak times. It is often frustrating to find a PC in the library just for 10 minutes to print something!"

We have put 4 stand-up PCs near the printers on Floor 0 which we hope will ease the problem of finding a free PC when you need to just print your work out. You can also use the remote student desktop and can send jobs to PrintPlus+ from your own device by visiting <http://www.uea.ac.uk/printplus> or by emailing documents to printplus.bw@uea.ac.uk or printplus.colour@uea.ac.uk.

You said: "Allow food and coffee into library. We need areas where you can eat and study within the library"

We have changed the rules on food & drink in the Library so that drinks in lidded cups are now allowed in all areas of the Library and cold snacks are allowed on both Floor 0 and Floor 1

You said: "More e-books and more course material should be put on Blackboard"

Last semester, the library launched Reading Online – a major new service aiming to provide a much greater volume of course reading material online. The service can be accessed now via Blackboard from the 'My Studies Menu' within Blackboard.

You said: "We need supported software for students with learning needs e.g. computers programmes for students with dyslexia"

ClaroRead Plus, software for supporting reading and writing, is now networked on all student PCs on campus. You can also access the software on your own device via the remote student desktop service.

You said: "Individual study room bookings need to be done more efficiently. The bookable group study room website needs to update more regularly!"

From the start of this academic year we have introduced a new webpage for booking group study rooms that links through to an availability screen, which we hope makes the system of booking these rooms easier. We plan to roll this out to the individual study rooms as well, once we have made some further improvements to the system, such as a more frequent refresh rate for the availability screen and an ability to cancel bookings.

Nicholas Lewis, Library Director 2nd April 2016