

## SEC16D08

**Title:** Agenda Item 9 ISD Library Report to Student Experience Committee  
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### IF PRINTING, PLEASE PRINT IN COLOUR

#### Issue

An update on Library activity from May to September 2016.

#### Recommendation

None.

#### Equality and Diversity

Equality and diversity aspects are taken into account when implementing items on the programme.

#### Discussion

**Surveys & feedback 2015/16:** A paper examining Library feedback from the main Student Experience and NSS surveys will be considered by the Library Forum in September. As usual, the Library will be using the comments and suggestions received to inform its priorities for 2016/17 and also NSS data to target specific Schools or courses where there were resource issues last year.

**Library 24/7 Opening Hours Tender:** A new third party security and concierge provider, Broadland Guarding Services, started on 1st September 2016 following a competitive tender.

**Library facilities: Review of hours of support:** New staff structures and rotas in place from 5th September 2016. This has increased the level of service available to library users at weekends and early evenings throughout the year. In addition, it is worth noting that Library Helpdesk and IT Service Desk hours are now aligned.

**Implement online room bookings:** An enhanced room booking service was implemented over the summer which will hopefully reduce some of the concerns of the previous online system. This will be kept under review in 2016/17 to see how it works in practice.

**Reading Lists:** A policy to require the submission of all reading lists via the Library was agreed by LTC in June and, though strongly recommending it, the proposal does not include a *mandate* for academics to use the Talis Reading Lists software at this stage.

**Library space: Business Case for Extension Toilets: minor works.** A business case was included as part of a wider option appraisal for library expansion and will be used to inform future business cases as appropriate. An Estates Building Audit has since taken place as part of the wider Estates strategy and the toilet provision issues noted.

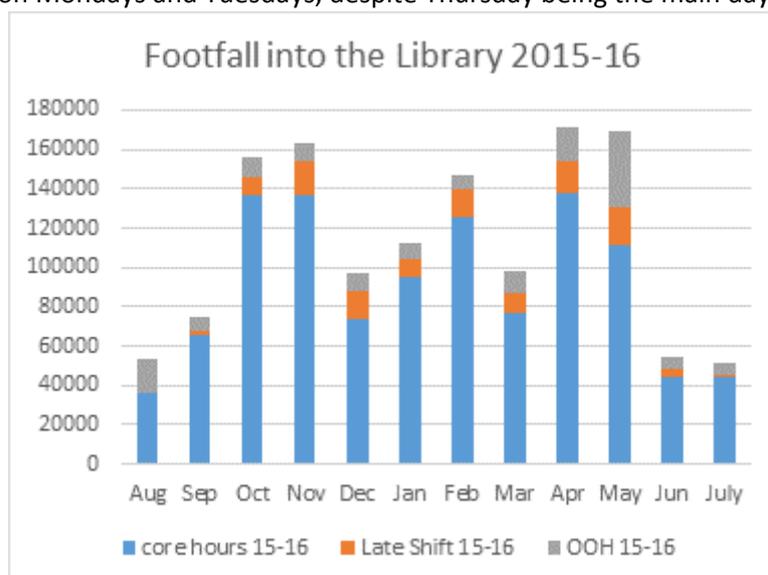
**Business case for Floor 02 reconfiguration: including rolling stack.** A business case was included as part of a wider option appraisal for library expansion and will be used to inform future business cases as appropriate. A 'Rolling Stack initiative' is the next step we need funds for in order to provide an additional 150-200 study spaces in the Library. A Social Learning Café initiative with the Lecture

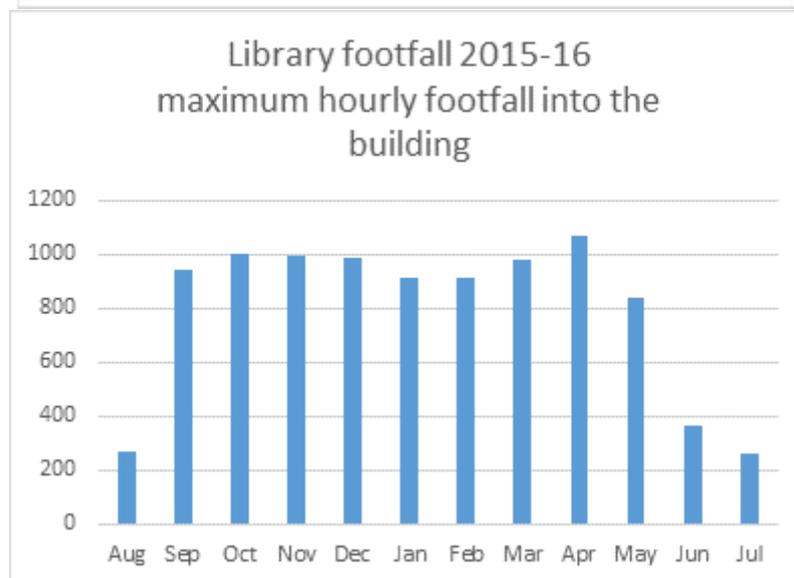
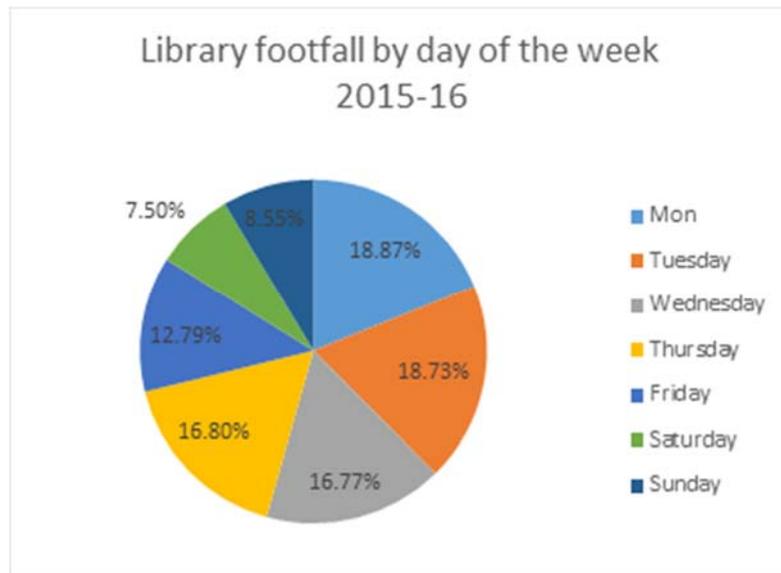
Theatre also continues to be explored. This is needed to address ongoing issues of lack of access to food and drink.

**Annual fund bid for charging station for mobile devices in Library:** Following student feedback about lack of access to power sockets, we made a case for mobile/ laptop charging station to the Annual Fund. This was unsuccessful in comparison to other bids but we have been invited to bid again in future years.

### Library activity – key statistics

- Occupancy figures for the 2015-16 academic year 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.
- Footfall into the Library building for the 2015-16 academic year totalled 1.35 million, a marginal 2% year-on-year fall. However the exceptional 6 day closure of the Library building during the 2015-16 Christmas vacation may well have contributed to some of this difference.
- We have analysed the footfall figures to better understand the peaks and troughs in the demands placed on the building and its services & facilities.
  - Throughout the main teaching period, around 1000 individuals an hour enter the building at our busiest time of day.
  - We are busiest outside of our core staffed hours during April and May, during the main university examination period
- We are busier on Mondays and Tuesdays, despite Thursday being the main day for assignments





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- During the 2015-16 examination period we implemented a new system of monitoring occupancy, based on the traffic light system used at the University of York. Various study locations within the Library were 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) and results displayed to students to indicate where they were most likely to be able to find the kind of study space they require. We will be continuing this monitoring during peak times in 2016-17.

SITS weeks	Term Weeks	2015-16	Maximum Occupancy						
			Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
36	Easter Vac	4 - 10 Apr							n/a
37	10	11 - 17 Apr							n/a
38	11	18 - 24 Apr							
39	12	25 Apr - 1 May							
40	13	2 - 8 May	n/a					n/a	n/a
41	Assessment	9 - 15 May							
42	Assessment	16 - 22 May							
43	Assessment	23 - 29 May							
44	Assessment	30 May - 5 Jun							
45	Assessment	6 - 12 Jun							

## **Postgraduate spaces review**

Following feedback from the Postgraduate spaces review, we made a bid to the UEA Alumni Fund for further furniture and additional PCs to maximise occupancy of these areas but the bid was unsuccessful. In the absence of other funding sources, we will try again next year.

We have made some changes to the loan system for postgraduate lockers, following feedback from users. From the start of the 2016-17 academic year, research postgraduate students will be able to borrow a locker for 4 weeks at a time.

## **Interlending review**

The pilot for a revised inter-lending service has proven successful. Highlights from pilot:

- A greater number of requested are now fulfilled within two days (34% in March 2016 over 13% in March 2015).
- An improved success rate for requests (95% fulfilment rate in March 2016. For wider context the overall average fulfilment rate across November 2014 to November 2015 was only 63%)
- Expanded options for digital delivery of resources in line with the Library's new 'digital first' policy.

The pilot will move to service in 2016/17 Programme of Work where it will also be coupled with an initiative to embed interlending request 'buttons' in the SFX link resolver options. For users, this means that when full text material is unavailable, an interlending option will appear instead.

## **Archives**

The Faculty has built in funding for the Project Archivist post into Faculty Finance Plans to cover an additional five years following the initial success of the British Archive For Contemporary Writing project and its aim to embed itself firmly into the core teaching and research activities of HUM.

The appointment of Jos Smith (Environmental Humanities) to the ATR post in Contemporary Literature (LDC)/ British Archive for Contemporary Writing has been confirmed. This is a particularly strong match for the BACW's Nature Writing collections and presents significant opportunities to further embed the archive more generally within research, teaching and other initiatives.

Admissions: The BACW has been filmed as part of a feature within a new LDC Admissions film, to be available to prospective students shortly.

Collections: The launch of the Mark Cocker Archive took place on 20 July with media coverage on social media and a feature in the Eastern Daily Press. Similarly the Charlie Higson Archive (*Fast Show* and *Young Bond*) was announced at the Noirwich Festival in September and again received strong press coverage.