

SEC16D040

Title: ISD Library Report to Student Experience Committee
Author: Nicholas Lewis, Library Director
Date: 21st April 2017
Circulation: SEC – 3 May 2017
Version: SEC16A004
Status: Open

Issue

An update on Library activity from February 2017 to April 2017.

Recommendation

To note.

Equality and Diversity

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

Discussion

1.0 Additional Study Space for revision

In a joint initiative with the SU and Estates, additional **“pop up” Revision Space** is being provided during the main assessment period in Arts 01 from 0900 22nd of May to midnight 16th June. As well as a range of types of study space, students will also have access to a kitchenette and a ‘take a break’ room.

2.0 Library space

Plans for the provision of **Floor 02 rolling stack** to make way for **more learning spaces on Floor 01 of the library** have been progressing rapidly. The plans involve using movable shelving on Floor 02, allowing journals and books to be stored in a more space-efficient way. This will in turn provide space for a mix of individual and collaborative learning spaces on Floor 01. The aim was to provide up to 150 additional individual and group learning spaces. Through careful planning and consultation with the SU and Estates, and agreement from ET, this has now been increased to approximately 180.

In order to ensure a separate open plan group study area on the floor, the work will also include a minor reconfiguration of the Silent Study Room on Floor 01 to become Group Study with more appropriate furniture and some additional IT. This room, formerly the Postgraduate Study Room, is still earmarked in the medium term for a Library / Lecture Theatre café.

Timescales for redevelopment works are mid-June (straight after the main exam period) to end August 2017 and, whilst great efforts will be made to keep access to stock throughout, some disruption is inevitable. A communications plan is being prepared to take into account the needs of all students, but particularly those who will be continuing their studies into the summer period.

3.0 Extended loans for students on placement

The Library will present a paper on this topic at the May Library Forum and we will provide an update on progress to the next Student Experience Committee. The paper explores the possible benefits of replacing the existing extended loans schemes with unlimited renewals for all.

4.0 SU Quality Conversation: Ebooks and Talis

As reported at the last meeting, the SU Quality Conversation considered “that much more effort is put into systems than can cause e-versions of books to be purchased by the library to aid both library space and availability”.

One aspect of this would be to secure wider adoption of the online reading lists system, Talis. A Joint Library / SU paper to discuss the potential benefits of mandating the use of the Talis online reading list system for all core reading lists is due for discussion at Learning & Teaching Committee in May. We will provide an update on progress to the next Student Experience Committee.

In 2015/16 the Library purchased 3,585 individual e-books, representing 27% of the total number of individual items purchased. Additional e-book titles were also purchased as part of packages.

In terms of broader e-book availability, UEA has contributed to national strategic discussions in preparation for new e-book agreements for the sector. This is with the aim of ensuring more e-books are made available for libraries to purchase.

At the moment, only around 1 in 3 titles are available for libraries to buy in that format. For this reason, we continue to expect to purchase print titles, with the academic sector a long way from being able to replace print entirely.

The Library also continues to set aside some funds for ‘User Driven Services’ which work in conjunction with our ‘Book Recommendation’ scheme. These services enable students to fast track e-books from a selection of titles provided by our major suppliers. Once approved these can be activated rapidly to meet specific needs, ranging from a reading list item the Library may not have been told about to a research book for a PhD thesis.

5.0 Other library initiatives

5.1 British Archive for Contemporary Writing (BACW). The Faculty of Humanities is developing an ambitious five year strategy and programme of work that will transform the existing archive into a world-renowned archive of contemporary writing, highly regarded amongst international scholars, writers and the wider community. The new BACW Director, Dr Jos Smith, will be a key figure in the development of the Archive, providing strategic direction & guidance, and working with the Archivist to maximise the archive’s contribution to research, research impact, teaching and enterprise and engagement. The Director will also work with the BACW Governance Group, the wider Faculty and external partners to develop research proposals that draw on the collections.

5.2 Library self-service machines have been upgraded to accept the new £5 notes and future £10 and £1 coin designs.

5.3 The Annual Fund bid for charging station for mobile devices in Library was withdrawn owing to the costs having become too high for an application to the Alumni fund. Instead the Library put in a bid for more **portable desk dividers** for use at the busiest times of the year, such as exams.

5.4 The Library home page is being reviewed to further remove any inadvertent barriers to access and to simplify routes to the digital library resources which now accounts for around 75% of Library spend.

6.0 Library activity – key statistics

Footfall into the Library building for the period 1st February 2017 to 31st March 2017 totalled 282,535 which is an increase of 15% over the same period in 2015-16. However, comparisons between years are difficult due to the timing of the Easter university closure period, which in 2016 fell in March.

We have continued to use our traffic light system to monitor and report on occupancy at busy times. The chart below shows both the daily footfall into the building mapped by SITS weeks and the maximum occupancy on each day. This provides a heat map which clearly shows the times of peak demand on Library space are clustered around assignment deadlines with the highest footfall in the last week of the spring semester when a significant number of assignments were due.

SITS week	Term Weeks	2015-16	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
27	3	30 Jan - 5 Feb	6495	5943	4860	5588	3944	1796	2119								
28	4	6-12 Feb	6546	6210	5077	6061	4347	1945	2177								
29	5	13-19 Feb	6831	5891	5419	6349	4611	2174	2615								
30	6	20-26 Feb	7398	7579	6479	5685	4053	1957	1863								
31	7	27 Feb - 5 Mar	4197	4449	4458	4251	3388	2296	2878								
32	8	6-12 Mar	7949	7976	6711	6964	4994	2383	3155						n/a	n/a	
33	9	13-19 Mar	8371	8215	7381	7623	5134	2698	3812								
34	10	20-26 Mar	8499	8935	7197	6716	4120	2193	1909								
35	Easter Vac	27 Mar - 2 Apr	3347	3214	2790	2661	2097	1121	1169								

During the last week of the spring semester, the Library was heavily used overnight, with an average of 160 people in the building each night between the hours of 1-2am.

7.0 "You said, we did"

ISD published its most recent 'You said, we did' poster, reproduced below:

You said: "There is no space in the IT/library, and means it's hard to find anywhere to study during exam season. Library space is far too limited for the amount of students accessing it"

We have secured funding for refurbishment plans which we hope will create around 150 additional study spaces for students ready for the start of the 2017-18 academic year. Meanwhile we are providing information, updated twice a day, on occupancy levels in different parts of the building to make it easier for you to find the kind of space you are looking for. We will also be introducing more desk dividers to encourage maximum use of the available space.

You said: "Essential readings should be made more available either by having them available online, part-scanned or by having more copies in stock."

As part of our new 'digital first' policy, the Library aims to provide e-books whenever possible and to significantly increase the numbers of e-books provided for students. We are also working with Schools to encourage greater use of the Talis Reading List software which provides online access to material on reading lists.

You said: "Computer facilities are poor, very slow computers"

We have replaced over 150 computers in the main IT labs in the Library with new, faster, smaller footprint PCs, all of which have large monitors.

You said: "There are not enough computers to use in the PGT study room"

We have installed an extra 12 computers in the Postgraduate Taught Study Room in the Library and an extra 2 computers in the Postgraduate Research Study Room.

You said: "DVD loans need to be longer than one day"

From the start of this academic year we have made all DVD loans 3 days.