

SEC16D26

Title: ISD Library Report to Student Experience Committee
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Issue

An update on Library activity from September 2016 to end of January 2017.

Recommendation

None.

Equality and Diversity

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

Discussion

IM Access

The issue of **Integrated Masters Students' access to the Library Taught Postgraduate Room** has been overcome by the manual loading of their records into the Cardax (door security) system for their final year. (Please note that full PG borrowing, longer loan periods, and access to lockers in the PGT room have not been achievable through this manual fix).

Library space

In terms of the Library building, we have secured funding for the feasibility study and the provision of **Floor 02 rolling stack** to make way for **150+ more learning spaces on Floor 01 of the library**. As part of this, we are continuing to explore options for **food and drink provision**.

A paper, "Library space: rolling stack initiative" was presented to the September Library Forum outlining proposals to provide additional study spaces in the Library to address the increased student population.

Funds for this work have now been agreed as it has been recognised that there is a need to create significant additional space for students to study, and works are currently underway to understand what is possible within the confines of the existing Library building. 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 is to provide up to 150 additional individual and group learning spaces.

Depending on the funds available, the work may also include a refurbishment of the Silent Study Room on Floor 01, formerly the Postgraduate Study Room and earmarked in the medium term for a Library / Lecture Theatre café. In addition, additional desk dividers throughout the Library are also being considered to maximise space utilisation.

In a separate initiative, over the Christmas vacation four new group study rooms have been created on Floor 02 of the Library following the relocation of the Edit Suites. The Post Graduate study rooms on Floor 2 have also had further improvements following feedback from library users. These include

12 new desks with PCs in the Postgraduate Taught Study Room and two new desks with PCs in the Postgraduate Research Study Room.

Indicative timescales for redevelopment works are June and July 2017, prior to which there will be opportunities for consultation with the community on the details of the proposed layouts and designs for the new areas. The procurement process for the movable shelving will start early in 2017 together with detailed planning

Extended loans for students on placement

This issue concerns access to physical materials for students not regularly on campus, such as those on placement or those who consider themselves to be “at distance” learners. Sometimes students can use resources from other NHS or even academic libraries, but there are many cohorts where access to an alternative library is not available. This is issue that has also been identified through Student Union Quality Conversations, the SU Undergraduate Education Officer on behalf of Nursing as well as via PTES comments.

This is part of a larger issue relating to how the university can best support students when not on campus. The Library has started a piece of work to scope this issue, looking at the support and facilities available for Professional Studies students, and we plan to present a paper on this topic at the May Library Forum. We will also seek advice from academic colleagues on this matter.

This question also has a bearing on our planned work around reservations and recalls. The Library Services team is scheduled to begin the feasibility work from February 2017. This will look at both the number of items postgraduate students can take out of the Library at any one time and the dependency on whether we can also improve our reservations & recalls system so that, if books are needed by undergraduates, they can be recalled more swiftly.

SU Quality Conversation: Ebooks

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”.

The Library shares the student body’s ambitions in this area, as evidenced in its Talis reading list initiative and its ‘digital first’ Collections Policy 2015 <https://portal.uea.ac.uk/information-services/strategy-planning-and-compliance/regulations-and-policies/library-regulations-and-policies/collection-development-policy>.

As well as the timely provision of reading lists, the Talis reading list initiative also provides tools for academics to embed links to e-books and digitised chapters or articles into their Blackboard sites. The Library was successful in securing a mandate from LTS for provision of all reading lists to the Library, coupled with a strong recommendation for academics to do this using the Talis software.

This academic year, the Library is undertaking a targeted advocacy programme across all faculties to secure wider academic compliance with reading list provision and much wider adoption of Talis.

The Library is also working with its third party e-book suppliers and the related Purchasing Consortia to address some of the limitations of current e-book licensing, such as limited numbers of users and complicated software which can act as a barrier to use. In addition, some publishers do not permit Library purchase of e-textbooks, as their business model is to sell individual copies to students.

As part of its Programme of Work, the Library has also convened an e-book ‘task and finish group’ to look at these wider strategic issues and ensure that library staff continue to make the best possible

choices in terms of usability and access when acquiring e-books, and e-textbooks where available, for the community. In particular, we will be looking at how to make the digital library more 'visible'.

The group's work will also include a review of our '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.

We recognise there will always be more work to do in this area and balancing student needs against available budgets is one of our core activities and is monitored regularly through Staff Student Liaison Committees and the Library forum. The Quality Conversation report has provided additional feedback that will inform our approach going forwards.

Other library initiatives

Digital Library work this year includes updating the SFX link resolver, which provides links to full text articles where available. The service upgrade is on target for February 2017 and the deeper integration of the Interlending service for August 2017. From a user perspective, we hope to provide a more seamless linking service and a more up-to-date interface.

We have consulted on draft guidelines for providing **space for awareness raising activities in the Library Foyer** and the potential for joint SU/Library campaigns. Displays so far this year have included: Sustainability Travel Campaign, Black history Month, SU Education Poll, SU Housing Information; Sustainability: Waste Education; Mental Health Awareness.

Feedback on the **room booking system** has been predominantly positive with very few problems reported to staff. There have been a couple of suggestions for enhancements, both of which the developers have made in the test system. These have been tested, approved and should be going live shortly:

- Inclusion of a link to the relevant library floor plan within the details of each Group Study Room.
- Creation of a 'quick view' overview screen, showing staff at a glance which rooms are booked/not booked in real time. This should help a great deal with students asking which room might be available on the spur of the moment.

Given evidence of ongoing success in terms of embedding the **British Archive for Contemporary Writing (BACW)** within research and teaching, HUM has provided funding for the BACW Archivist post for a further five years 1st August 2017 - 31st July 2022. The BACW archive continues to grow and space has been identified in the short term to store the additional content.

Orders have been placed for the **Library self-service machines to be upgraded to accept the new £5 notes and future £10 and £1 coin designs.**

Annual Fund bid for charging station for mobile devices in Library. Following last year's unsuccessful bid, we will be resubmitting our case for a mobile/ laptop charging station to the Annual Fund in response to student feedback about lack of access to power sockets.

Library activity – key statistics

- Footfall into the Library building for the period 1 Aug 2016 to 31 Jan 2017 totalled 671,076 which is an increase of 2% over the same period in 2015-16.

- 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.

SITS week	Term Weeks	2015-16	Daily footfall							Maximum Occupancy						
			Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Summer Vac	1-7 Aug	1807	1753	1864	1958	1666	1037	1140							
2	Summer Vac	8-14 Aug	2041	1864	1922	1851	1719	1212	1542							
3	Summer Vac	15-21 Aug	2560	2351	2099	1858	1735	1357	1351							
4	Summer Vac	22 - 28 Aug	2059	2035	1959	1673	1421	795	811							
5	Summer Vac	29 Aug - 4 Sep	1200	1961	1753	1552	1162	633	755							
6	Summer Vac	5-11 Sep	1515	1295	1344	1262	1088	1302	517							
7	Summer Vac	12-18 Sep	1342	1194	1240	1370	877	452	585							
8		19-25 Sep	1637	1902	2072	2800	2367	1486	2214							
9	1	26 Sep-2 Oct	6245	5107	4671	4931	4485	1413	1709							
10	2	3-9 Oct	7418	6627	5721	5967	4523	1574	1760							
11	3	10-16 Oct	6905	6734	5612	6671	4615	1650	2265							
12	4	17-23 Oct	7179	7162	5841	7023	4966	1780	2639							
13	5	24-30 Oct	7588	7356	6097	7187	4744	2036	2854							
14	6	31 Oct - 6 Nov	6842	6755	7022	7302	5169	2405	2780							
15	7	7-13 Nov	7353	7239	5979	6484	4940	2335	3262							
16	8	14-20 Nov	8285	7766	6941	7230	4933	2182	2710							
17	9	21-27 Nov	7618	7767	6977	7562	5189	2473	3291						n/a	
18	10	28 Nov-4 Dec	8783	8590	7352	7775	5791	3643	4325							
19	11	5-11 Dec	9512	9129	8501	8833	7468	4748	5789							n/a
20	12	12-18 Dec	9543	8626	7302	6069	3514	1484	1379						n/a	n/a
21	Xmas Vac	19-25 Dec	1838	1372	1264	872	378	214	123					n/a	n/a	n/a
22	Xmas Vac	26 Dec - 1 Jan	210	354	514	547	547	399	370					n/a	n/a	n/a
23	Xmas Vac	2-8 Jan	982	1705	2073	2055	2055	1584	1766					n/a	n/a	n/a
24	Xmas Vac	9-15 Jan	2820	3005	3098	2716	2426	2106	2530							
25	1	16-22 Jan	7199	6891	5768	6185	4159	2019	2567							
26	2	23-29 Jan	6772	6424	5078	5643	3910	1772	2009							
27	3	30 Jan - 5 Feb	6495	5943												

- The busiest day terms of footfall into the building was Mon 12th December with over 9,500 people entering the building. During the busiest hour on that day, between 1-2pm, there were 1,036 swipes into the building. This equates to one person entering every 3.5 seconds.
- During the last week of the autumn semester, a total of 12,955 items were returned to the Library and on the Thursday afternoon of that week, 393 items were returned in just one hour. This equates to one item being returned every 9 seconds.
- Over the 11 days of the university closure period at Christmas, over 1100 items were borrowed, and over 1200 items returned. A total of 4,638 visits were made to the Library.