

SEC17D008

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Issue

An update on Library activity from May 2017 to August 2017.

Recommendation

To note.

Equality and Diversity

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

Discussion

Additional Study Space for revision

This joint initiative with the SU and Estates, which provided additional **“pop up” Revision Space** during the main assessment period in Arts 01, was well received by students. As well as a range of types of study space, students had access to a kitchenette and a ‘take a break’ room. Students fed back that they found it quieter than the Main Library with more seating available, that having different types of rooms was excellent and that the kitchen space was a real bonus. They would have preferred more access to power sockets and some fixed PCs. Many students thought that the numbers of users may have been lower than expected simply because many students did not know about its existence. More prominent signage off the walkway might help when the initiative is repeated next year. The outgoing Undergraduate Officer, Theodore Antoniou-Phillips, commented: “Sometimes repetition is the best way to get these projects off the ground and popular”.

Library space project update

This summer’s Library space project has resulted in the addition of 195 additional study spaces spread over 3 floors of the building: Floor 01 – 152 extra spaces; Floor 02 – 17 spaces (where none previously); Floor 1 – 26 spaces (where none previously). The most visible change for most Library users is the opening up Floor 01 providing clear views of the surrounding buildings and trees. We have introduced a range of new furniture, including more enclosed spaces, which we hope will help meet the needs of a wide range of students. We have managed to provide an extra 122 study spaces in this area alone. We have also managed to create a new Group Study Area on this floor with PCs, lockers, study desks, bench seating and a water fountain. Floor 02 has also changed beyond recognition as most of the partition walls have been removed and a large amount of rolling stack installed. Some study spaces have been introduced in the window bays and the whole area is now open and inviting and creates a more impressive entrance area leading to the Archives & Special Collections.

Talis reading lists update

University wide progress to date

512 lists had been published or republished by UEA academics between 15th May and the deadline of 31st July 2017. By 25th September, the start of term, over 778 lists had been published for the 2017/18 academic year.

For additional context at the same point last year (05/08/2016) under the previous voluntary model; only 30 lists had been published by academics and only 548 published over for the whole of both semesters. This difference indicates the positive impact the mandate and deadline has already had.

Webpage updates

A team of staff from across the library have reviewed the design of the library home page with a view to making it easier for students to access the most popular and useful sections of the site. A new template has been chosen with greater reliance on visual menus in line with the wider University strategic approach. Links have been changed to describe actions and to remove 'library jargon' (i.e. replace circulation with 'borrow a book'. The rest of the site remains mostly unchanged.

Updated authentication system

Over summer, access to library electronic resources was successfully migrated to a new version of the Open Athens software on a supplier hosted platform. This also uses the same login page as other UEA systems, such as Blackboard and Office 365, simplifying access to UEA online services. An issue with accessing saved records on the Ebsco discovery service caused some service problems but a full restore was successfully implemented and the service is now stable.

Implementation of unlimited loans

From the start of the 2017-18 academic year, in agreement with the Library forum and ISSC, we have removed the previous loan renewal limits for all borrowers. This means library users will not have to bring books back unless they are requested by others and has the great advantage of users no longer having to bring books back in just to be "seen" by library staff, even if no-one else actually needs them.

This change enables us to cease our 'extended loan' systems for those on placement or with additional needs which were not scalable to meet the needs of all such borrowers. The new system of unlimited renewals is more inclusive but does mean that those on placement and those with additional needs will need to remember to renew their books more regularly, but they will not have to bring them back again, unless they have been requested by another user, until their relationship with the University ends.

SFX linkage software

SFX is the library software that manages links between citations and articles, directing students and researchers to articles and ebooks that the library subscribes to. This year, the software was moved to a supplier-hosted platform. This has enabled the library to introduce a revised A-Z listing of E-journals. Users will also be provided with links to the library inter-lending service when no subscription access is available. In addition, further changes will be made by Christmas, aimed at reducing the number of steps needed to reach an article by bypassing the intermediate 'pop up' menu.

Online induction project

The Library has completed its online and active learning induction unit, called Information Trails. Developed in conjunction with teaching staff from across different schools, it will be available for new students for start of year 2017. Its aim is to introduce key services, places and academic practices in four short, interactive Blackboard courses. Not only does it help students with knowing where they are going in the library and beyond, it's also about finding their way around the online learning environment, as well as what's expected of from them in terms of studying, reading, writing and managing information.

A few items will be continued in next year's plan of work:

Oasis book ordering

The library has been working to implement a tighter systems integration with our main key book and ebook supplier, ProQuest. This would eliminate much of the manual keying of orders into library systems. Technical work has been scoped successfully, but this has yet to be put into place in operation. This has become more pressing as the library is now receiving large quantities of reading lists via the Talis system, so it will be pursued in the coming year.

Investigate value and authentication options to enable e-resources for alumni where licenses permit.

Peer institutions are increasingly offering access to electronic library resources to alumni. Whilst alumni have access to some resources on a walk in basis, this would allow access from home and at work. If time and resources allow, the library would like to offer JSTOR and EBSCO resources, potentially to schools such as NBS initially, but this does require agreement with ITCS around user account provision.

Library fines epayments

This was scoped but not completed and is unlikely to be achievable with the current legacy library management system (LMS) in use at UEA. The Aleph system is not compliant with the Payment Card Industry Data Standard. (PCI).

This would have offered more up-to-date alternative to cash payment and all the library to cut down cash transactions and associated administration. In addition, it would have addressed substantial body of feedback from SSLCs. As an alternative, the library will continue to work with ITCS and consider ways of incorporating fines payment as part of a wider e-payments implementation around Evision but there is no agreed timescale for this work to be completed.

British Archive for Contemporary Writing (BACW).

The Archives team relocated from mid-June to mid-August during the Library Space Project building works and offered a reduced service with no access to Archive Collections. In spite of this, the annual figures for visitors to Archives have risen from 348 in 2015/16 to 514 in 2016/17.

The BACW saw a 78% increase in Archives-led teaching seminars this academic year with a total of 132 students (72 UG, 60 PGT) participating in sessions involving collections linked to their module of study. Satisfaction levels were very high with 99% of students reporting that the session was very good or good and 97% reporting that it was relevant to their module. 98% of students said they felt encouraged to visit the Archive independently. Additional BACW workshops for 'Do Different' Week, Humanities Transitions project, CHASE Encounters Conference PGR workshop, LDC PGT Induction and Fly Festival reached a further 63 students.

The Archive received funds from the Faculty of Humanities to purchase Archive Management Software during 2016/17. The system will be configured for launch in 2018 and will see migration of records from the Library management system (which is not archives complaint) to the new system.

Portable desk dividers – Alumni Fund bid

Because of the layout of the study desks in the Library, especially in the widow bays where three desks are positioned, we do not always get maximum occupancy because students naturally spread out their study materials over more than one desk. The Library made a successful bid to the Alumni Fund to enable us to purchase 40 moveable desk dividers which will be used at times of peak occupancy to delineate these spaces better and encourage greater use of the existing desk space in the building.

Library activity – key statistics

Footfall into the Library building for the 2016-17 academic year (1 Aug 2016 to 31 July 2017) totalled 1.42 million, an increase of 4.8% over the 2015-16 total of 1.35 million. 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 weeks of both semester 1 and 2 when a significant number of assignments were due.

Footfall into the building and occupancy were also very high in the 4 weeks between the Easter vacation and the start of the assessment period. The additional 'pop up' space during the assessment period did help to reduce the pressure in comparison with previous years.

During this time the Library was heavily used overnight with an average of just over 200 people in the building each night between the hours of 1-2am.

SITS week	Term Weeks	2015-16	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		26 Sep-2 Oct	6245	5107	4671	4931	4485	1413	1709							
10		3-9 Oct	7418	6627	5721	5967	4523	1574	1760							
11		10-16 Oct	6905	6734	5612	6671	4615	1650	2265							
12		17-23 Oct	7179	7162	5841	7023	4966	1780	2639							
13		24-30 Oct	7588	7356	6097	7187	4744	2036	2854							
14		31 Oct - 6 Nov	6842	6755	7022	7302	5169	2405	2780							
15		7-13 Nov	7353	7239	5979	6484	4940	2335	3262							
16		14-20 Nov	8285	7766	6941	7230	4933	2182	2710							
17		21-27 Nov	7618	7767	6977	7562	5189	2473	3291							
18		28 Nov-4 Dec	8783	8590	7352	7775	5791	3643	4325							
19		5-11 Dec	9512	9129	8501	8833	7468	4748	5789							
20		12-18 Dec	9543	8626	7302	6069	3514	1484	1379							
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	n/a	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			n/a	
24	Xmas Vac	9-15 Jan	2820	3005	3098	2716	2426	2106	2530							
25		16-22 Jan	7199	6891	5768	6185	4159	2019	2567							
26		23-29 Jan	6772	6424	5078	5643	3910	1772	2009							
27		30 Jan - 5 Feb	6495	5943	4860	5588	3944	1796	2119							
28		6-12 Feb	6546	6210	5077	6061	4347	1945	2177							
29		13-19 Feb	6831	5891	5419	6349	4611	2174	2615							
30		20-26 Feb	7398	7579	6479	5685	4053	1957	1863							
31		27 Feb - 5 Mar	4197	4449	4458	4251	3388	2296	2878							
32		6-12 Mar	7949	7976	6711	6964	4994	2383	3155							
33		13-19 Mar	8371	8215	7381	7623	5134	2698	3812							
34		20-26 Mar	8499	8935	7197	6716	4120	2193	1909							
35	Easter Vac	27 Mar - 2 Apr	3347	3214	2790	2661	2097	1121	1169							
36	Easter Vac	3-9 Apr	2390	2542	2484	2856	2057	1307	1278							
37	Easter Vac	10-16 Apr	2493	2565	2265	2276	1767	1541	1214	n/a			n/a	n/a	n/a	n/a
38	Easter Vac	17-23 Apr	2205	2762	3761	3586	4098	3568	4558	n/a	n/a					
39		24-30 Apr	9620	9471	7966	8290	6346	3779	4359							n/a
40		1-7 May	7465	9888	8623	8421	7075	4820	5864	n/a					n/a	
41		8-14 May	10095	9710	8905	7929	6072	3565	5112							
42		15-21 May	7936	8476	7817	7344	6514	6031	6198						n/a	n/a
43	Assessment	22-28 May	7934	7516	7155	6425	4765	3751	4355							
44	Assessment	29 May-4 Jun	6322	6848	6399	5948	5128	4478	5093	n/a						
45	Assessment	5-11 Jun	6311	5003	5329	4680	3736	3566	3794	n/a						
46	Assessment	12-18 Jun	4434	4209	3642	2961	1824	1042	1096							
47	Summer Vac	19-25 Jun	1726	1730	1715	1563	1430	1106	1059							
48	Summer Vac	26 Jun - 2 Jul	1629	1481	1732	1601	1604	1129	1369						n/a	
49	Summer Vac	3-9 Jul	1870	2072	1985	1727	1977	2185	1401							
50	Summer Vac	10-16 Jul	1772	1985	1863	1809	1306	946	1200							
51	Summer Vac	17-23 Jul	1786	1645	1794	1838	1424	858	1210							
52	Summer Vac	24-30 Jul	1864	2053	2007	1937	1737	938	1268							
53	Summer Vac	31 Jul - 6 Aug	1748													