SEC12D02 (Document B)

Title:	**Report on Library Future Plans**
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Issue

A report on existing Library plans for the 2012/13 academic year and emerging plans for the 2013/14 year.

Recommendation

It is recommended that the Committee notes the report.

Resource Implications

A number of the initiatives, such as library space and resource provision, are subject to additional funding being secured from the University's annual bidding process for central divisions (CUBS).

Risk Implications

Not applicable

Equality and Diversity

Plans for library space will be taking particular account of groups with protected characteristics.

1.0   Improving the physical environment – Library space

1.1   The Library has become increasingly popular with students as the place of choice to study as evidenced by the increasing footfall figures and high levels of student satisfaction. Footfall into the Library building continues to increase. We have seen a 5% year on year increase in people entering the building and a 6% increase in utilisation (numbers actually in the Library at any one time). This, combined with 24/7/365, does place increased pressure on the fixtures and fittings in the building and we continue to work with colleagues in Estates to try to improve the facilities. We have nearly 1.25 million visits per year with nearly 8-10% of these being overnight visits. Even during the Christmas closure period we had around 5,000 visits, including over 250 on Christmas Day.

1.2   Last year the student body said: " we need more seats, study spaces and PCs" so we refurbished a previously closed archive area to create a new silent study area on floor 02. We also created 60 more study spaces on Floor 01, introduced new study desks and chairs on Floor 2 and refurbished the three large group study rooms. We have also recently installed an extra 48 PCs. We have introduced more Silent Zones in the Library and now have a Noise Line that you can text to alert us to any disturbances.

1.3   Any more significant changes, however, will now require a step change in investment and the Library is working up plans for further works, widely supported but as yet unfunded:

   •   Creation of two high quality postgraduate rooms on floor 2

   •   Creation of a social learning space café connecting the library and lecture theatre blocks at level 01

   •   Creation of 5 group study rooms on level 01.

   •   Creation of a group study area on floor 1

   •   Refurbishment of the IT suite on floor 0 and floor 1

   •   Provision of power to the desks where possible

1.4   The proposed works would result in a net increase of at least 150, much needed, additional study spaces in the Library and address considerable concern about the need for more undergraduate group study and the inadequacy of existing postgraduate provision for silent study. It is also hoped that the provision of café facilities would help to overcome the perennial food and drink issue in the Library building.

1.5   The proposals are subject to additional funding being secured from the University's annual bidding process for central divisions (CUBS).

2.0   Improving e-resource experience

2.1   We continue to get some feedback about difficulties with accessing e-resources off-campus. To address some of these issues, ISD is in the process of migrating the authentication system

for off-campus access to electronic resources (i.e. the process for logging in to access library resources from any PC or mobile device that is not on UEA's network). The bulk of this work will be completed in two phases over the next few months and we will continue to communicate details of the transition to the community during the migration process. It will ultimately mean the end of the 'Athens' system, which is being retired nationally, and a move to accessing resources via what is known as the UK Federation. Users will continue to access resources via their UEA username and password and the move should make logging in to journals a smoother experience. We would also like to invest time in putting in proxy systems to provide more seamless access wherever possible, but this is dependent on other ISD priorities for systems development.

2.2   Last September we restructured our back of house teams in the Library to focus more on electronic services and providing support for our users. We are also implementing a new back-of-house e-resource management system (KB+) which will enable us to transfer many of our subscription records into an electronic system. This should help us manage our e-resources more effectively, resolving access problems more rapidly, and providing better advise on licensing and copyright issues, e.g. for student course packs, etc.

3.0   Finding books and articles

3.1   Primo OneSearch, our combined catalogue and resource discovery tool, continues to increase in usage. However we do continue to review feedback from our users, especially about the need for more consistent and relevant results. During the next academic year, we will be upgrading Primo to a new version 4 which includes 'discipline-specific' searching to provide more relevant, personalized results. The Primo ScholarRank™ technology will provide the option for a user to tailor the relevance ranking of results to their discipline and academic degree.

4.0   More books and journals

4.1   With capped budgets for journal provision, the Library continues to gather evidence of gaps in journal and database provision to support current teaching and research. Evidence of need comes from a range of sources including course proposals, journal reviews, meetings with Heads of School, from student module evaluations, ISD's own surveys and the NSS and Postgraduate Experience surveys. Requests for additional resources costing £109K per annum have been submitted to the University's annual bidding process for central divisions (CUBS).

4.3   A business case for the purchase of reading list software is also being re-submitted as part of the current CUBS round. Reading list software would ensure better tie up between students, lecturers and the library and present more dynamic online reading lists for your modules.

4.4   Other work in this area includes the re-launch of our 'more books' initiative, making it easier for students to put in book recommendations and a 'review of borrowing entitlements' to increase resource availability for students. This latter includes plans to provide more limits on external users, so as not to disadvantage our core students, and to iron out existing inconsistencies.

5.0   Module evaluation forms

5.1   Over the past four years, the Library has focussed its attention on ensuring that all our users have a positive Library experience throughout their time at UEA. In part we have been able to do this via feedback from ISD surveys and the National Student Survey but this only takes us so far. Increasingly we need to drill down to course level to make a real difference.

5.2   To achieve this, the Library would like to see schools have a specific Library feedback section in their module evaluation forms – an aim shared by the Union of UEA students in their UEA Student Experience Report 2012. With these data we would be able to identify specific concerns at a module level. We are therefore starting to negotiate for the inclusion of library related question in all module evaluation forms across all faculties and we will be tabling a paper making the case for this at the ISD Education Board.

6.0   Ensuring service availability

6.1   Our self-service equipment is now around 5 years old and is due for replacement. Plans are in place for replacement of some of the hardware around Easter 2013.

7.0   Evidence-based activity

7.1   As well as the broader strategic initiatives, the Library continues to use an evidence-based approach to its programme of work, adjusting priorities as necessary. For example, the Library has recently carried out an in-depth analysis of comments received in the ISD survey which ran for 2 weeks from 16 Nov to 2 Dec 2012 and was sent to all staff, undergraduates, PGRs and PGTs. We achieved a significantly increased participation rate (20%) and have a large body of data, including over 5000 free text comments, to analyse and use to inform service developments.

For the Library the top *changes* requested were:

Study facilities	449
IT Issues	396
Food & drink	153
Resources (i.e. more)	115
Environment	73
Signage	45
Power points	41

The top *priorities* were:

Resources (i.e. more)   128

IT Issues   76

Study facilities   49

Food & drink   25

Helpdesks & staff   16

E-resource access   9

Environment   9

Further details of the analysis are given in Appendix A.

Appendix A

ISD User Survey 2012/13 - Analysis of Library comments

Survey respondents were able to give free text comments about the Library and its services in answer to three questions:

- What one **change** would you make to the Library?
- Please give details of any other facilities or services you would like the Library to **prioritise**

Library changes

A total of 1716 comments were made (some respondents listed more than one change they would like to see). The top issues mentioned were;

Topic	No. of comments	Typical issues raised
Study facilities	449	More group space (**113** comments) Current space is inadequate (**60** comments) More individual study rooms (**59** comments) Monitor the zones (**59** comments) Bring back quiet zones (**53** comments) Better facilities for PG students (**41** comments) Change the booking system (**33** comments) Change the furniture (**27** comments)
IT Issues	396	**More computers** (**267** comments **)** **Printing (40** comments) **Monitor the use of IT areas** (**18** comments) Computers are **too slow** (**15** comments) Limit the use of **facebook** (**11** comments) **Fix PCs** that are out or order (**10** comments) Greater variety of **software** needed (**8** comments)
Food & drink	153	Extend the eating areas (**96** comments) Install a **café** or vending machines (**30** comments) More **water fountains (20** comments**)** **Ban food** in the Library (**3** comments)
Resources	115	More **books** (**54** comments) More **online journal** subscriptions (**46** comments) Copies of items on **reading lists** needed (**10** comments)
Environment	73	**Heating** (26) (too hot, too cold) **Décor** (12) more colourful, add plants **Lighting** (9) carrels too dark **Lifts** (6) Voice in lift too loud
Signage	45	**Better directions within the library/improve layout**
Power points	41	**Provide more power points**
Loans	34	**Increase loan limit. Reduce fines. Make 7 day loans visibly clearer. Longer loans from HDC**
Helpdesk/staff	30	**IT** (**11** comments) (More staff available at ITHD **Library** (**4**) (more staff on floor other than Floor 0) **General** (15) Employ more friendly staff
Positive	27	**The improvements in recent years made a big difference. It's a great**

comments	working environment. Great facilities

What one thing should the Library change?

What one thing should the Library change?
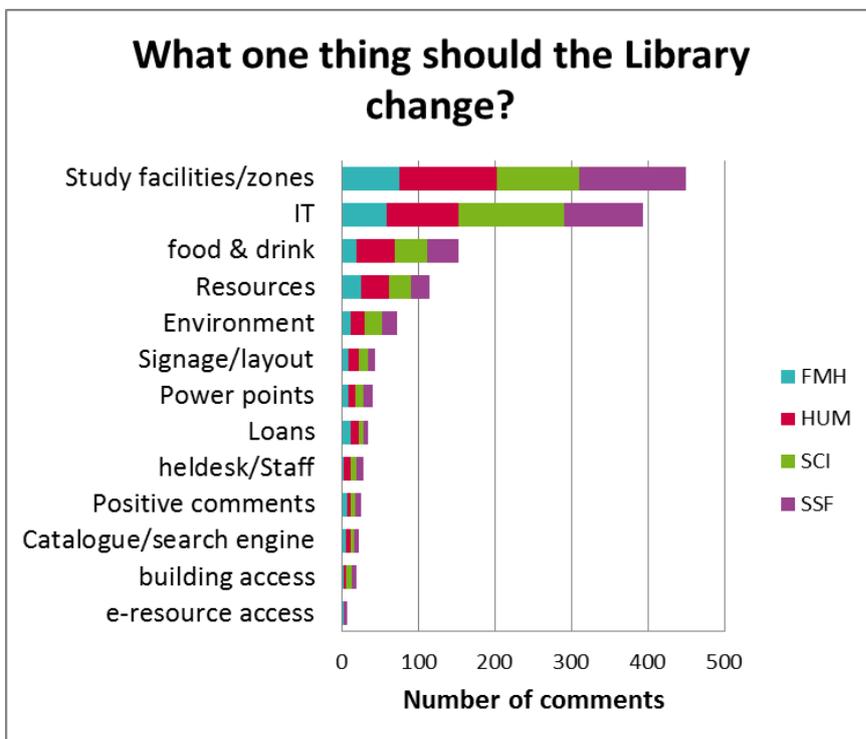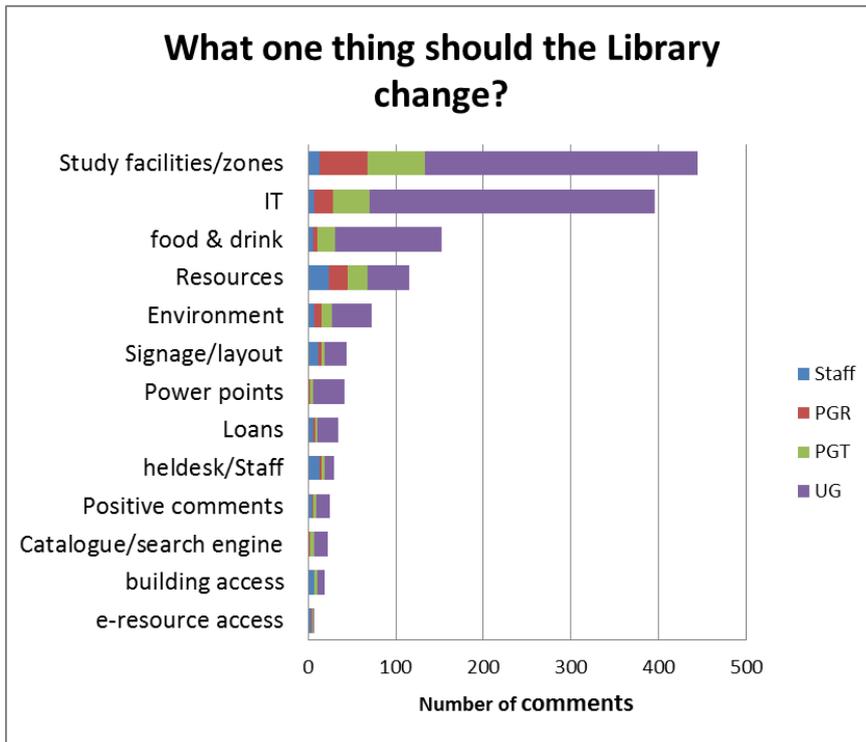
Library priorities

A total of 456 comments were made, the top issues mentioned were;

Topic	No. of comments	Typical issues raised
Resources	128	More **books** needed (**22** comments) More **e-resources & Journals** (**84** comments) Get books on **reading lists (9** comments) Other comments (8)
IT Issues	76	**More computers** (**19** comments **)** **Printing (9** comments) Improved **IT support** (**8** comments) CMP/SCI **software** needed on Library PCs (**8** comments) **Fix broken PCs** (**4** comments) **Monitor the use of IT areas** to stop students reserving PCs (**4** comments)
Study facilities	49	Better **facilities for PGRs** (**11** comments) More **group study spaces** (**7** comments) More **individual study spaces** with computers (**6**) Monitor the zones (**9** comments)
Food & drink	25	Incorporate a **coffee shop**/vending machines (**13**) Extend the eating areas (**7**) Improve **water fountain** availability (**2**) **Ban food** in the Library (**1**)
Helpdesks & staff	16	**ITHD (9 c**omments) IT Helpdesk has not been very helpful/more ITHD staff needed (9) **General (3)** open helpdesk earlier in morning
E-resource access	9	Off site journal access can be troublesome/Improve search engines
Environment	9	Better task lighting, better insulated windows, fix heating/air conditioning
Power points	8	More power sockets, The ones in the tables on Floor 2 are not connected and can't be used at all

Where respondents provided demographic information we have been able to analyse results by the topics raised by each type of respondent.