

## ISC14D015

**Title:** ISD Library Programme of Work 2014/15 update  
**Author:** Jonathan Colam-French (ISD)  
**Date:** 6 February 2015  
**Circulation:** ISSC 16 February 2015  
**Agenda:** ISC14A002  
**Version:** Final  
**Status:** Open

---

### Issue

The paper outlines progress on the programme of development activity undertaken by the Library during the academic year 2014/15.

### Recommendation

The recipients are asked to note the report.

### Resource Implications

With exceptions that are noted in the paper the proposed programme can be delivered within allocated ISD budgets.

### Risk Implications

Significant developments will be managed using a predefined project management methodology which includes an assessment of risk at the development level.

### Equality and Diversity

We do not believe that the proposed programme has an impact on specific groups with protected characteristics.

### Timing of decisions

Work in a number of areas has already commenced. This report provides an update of mid-year progress.

### Further Information

Jonathan Colam-French, extn 3858, email [j.colam@uea.ac.uk](mailto:j.colam@uea.ac.uk)

### Background

On an annual basis, ISD prepares a programme of development activity for approval by ISSC. The programme has been developed in conjunction with the IT Forum, Library Forum, ISD Education Board and ISD Research Board and is informed by the current Library and IT Strategies. The attached report covers activity in the Library. A separate report covering ICT, CIS, FITS and SPC activity is also provided.

### **Discussion**

This paper provides a summary of the progress in the programme of work for ISD during academic year 2014/15. The programme of work is comprised of a number of projects and a number of departmental level developments.

Summary of Progress (Projects)

ID	Project Name	Background & Rationale	Current RAG Status	Current Update	Project Manager
13	Digitisation & Reading List	Talis Aspire. Implementation of digitisation and reading lists modules, including revised workflows for checking.	Green	<p>Technical implementation 70% done awaiting final decision on Student system (SITS/SPOT) export and branding work from supplier.</p> <p>Ms Sian Blake has been appointed to the role of Digitisation Librarian and will present to the meeting.</p> <p>Initial focus will be on Schools where NSS Library score could be higher and on new course proposals.</p>	Edmund Chamberlain
12	Library Resource Discovery	Completion of phase 1 and phase 2, including data clean-up and follow on migration of Metalib and SFX services, subject to option appraisal.	Green	<p>Work is continuing on single sign on between library systems to avoid having to login twice to access your Library record. A project plan for the replacement of MetaLib (the databases subject guide) has recently been signed up and initial work undertaken to see if Liferay can be used instead. Exploratory work is being undertaken on the link resolver (SFX) to assess whether this can be improved or replaced as it too is nearing end of life. The Library system upgrade is also being managed as part of the same project.</p>	Edmund Chamberlain

14	Digital Literacy Programmes	<p>Digital literacy &amp; Employability programme:</p> <p>Content of programme will consist of 4 sections:</p> <ol style="list-style-type: none"> <li>1. You and your contexts (using information digitally) <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Reflection on existing behaviour, skills, values</li> <li>• Beginning to think of existing place in academic digital environment</li> </ul> </li> <li>2. Digital Literacy in academic environment <ul style="list-style-type: none"> <li>• Academic expectations and opportunities</li> <li>• Reflection on discipline specific DLs and academic practices</li> <li>• Tools</li> <li>• Existing employability module in LDC</li> </ul> </li> <li>3. Digital Literacy and employability <ul style="list-style-type: none"> <li>• relevance in future work place (VIPER ACRONYM standing for Values; Intellect; Performance; Engagement; Reflection) <ul style="list-style-type: none"> <li>• what sort of graduate and what attributes needed.</li> <li>• how get new skills/attributes needed</li> </ul> </li> </ul> </li> <li>4. Self reflective <ul style="list-style-type: none"> <li>• Life goals</li> <li>• digital literacies in wider social context</li> <li>• where to get help</li> </ul> </li> </ol> <p>Throughout: Information management &amp; security/ legal compliance / data protection.</p>	Green	<p>The project plan was signed off in December and a plan to develop a largely online set of learning materials is underway.</p> <p>ISD will be assigning some additional staff resource to online content creation.</p> <p>Assessment will largely be self-reflective and provide evidence for, and feed into, the emerging UEA Skills Award under the specific criterion of “IT and digital literacy”.</p>	Jane Helgesen
----	-----------------------------	--	-------	--	---------------

15	Literary archive project	<p>Project to develop British Archive for Contemporary Writing (Supported by the Foyle Foundation &amp; the Doris Lessing Estate)</p> <p>6. The archive will consist of:</p> <ul style="list-style-type: none"> <li>• relevant papers already in the UEA archive (to be identified)</li> <li>• relevant papers awaiting cataloguing especially Doris Lessing papers.</li> <li>• relevant new acquisitions</li> </ul> <p>7. Specific factors that will need to be take into account as criteria for acquisition include:</p> <ul style="list-style-type: none"> <li>• Relevance to the collection: <ul style="list-style-type: none"> <li>o Papers from renowned authors of post-1945 writing</li> <li>o Papers from contemporary writers, especially those with a connection with UEA</li> </ul> </li> <li>• Terms of donation</li> <li>• Terms for duration of any proposed loan (revised UEA Archives policy guidance is normally a minimum of 20 years)</li> <li>• Manuscripts, drafts and letters are to be preferred to ephemera</li> </ul>	Green	<p>Preparatory work continues including:</p> <ul style="list-style-type: none"> <li>- Doris Lessing Estate negotiations</li> <li>- Approaches to several “new writers” for their archival material.</li> <li>- Meeting of the Governing Board to agree Terms of Reference.</li> <li>- Ms. Justine Mann has been appointed as Project Archivist and will start in March 2015 at which point the project will be initiated.</li> </ul>	<b>Justine Mann / Nicholas Lewis</b>
----	--------------------------	--	-------	--	--

ISD Library Programme of Work (2014-2015)

		<ul style="list-style-type: none"> <li>• Relevance to existing HUM research &amp; teaching</li> <li>• Relevance to future HUM PhD research</li> <li>• Extent of significance, potential and global reach</li> </ul>			
16	Collection Development	<p>Review of collection development policy and consultation on, and implementation of, further moves to electronic-only and stock relegation activities.</p> <p>A separate report will be presented to the Forum by Jane Helgesen as the Forum is requested to take on the role as Project Board for this Project.</p>	Green	<p>Initial project plan will be presented to the Library Forum for discussion where the outcome of the project initiation will also be discussed.</p> <p>Preparatory meetings have been held with Faculty Librarians and Library managers.</p>	<b>Jane Helgesen</b>

**Summary of Progress (Library Programme of Work)**

Theme		Srv Name	Activity Name	Activity Detail	Current Update (DEC/JAN)	End Date	Lead	Current RAG Status
1	Library Resource Provision	Library facilities	Online room bookings	Implement online room bookings (+BP)	Initial scoping meeting with EST and CIS has taken place. Library spec has been simplified and returned to CIS. Follow up meeting booked for Feb 15. Activity remains high priority for Library to reduce number of manual errors (e.g. overbooking) and amount of manual intervention which is staff resource intensive.	Jul-15	Heather Wells	Green
2	Library Resource Provision	Library facilities	Online fines	Implement online fines payments (+JR & EC) (depending on overall university rollout)	Heather Wells and Ed Chamberlain will be attending ISD's online payments (WPM) project Initiation meeting in early 2015.	Jul-15	Heather Wells	Green
3	Library Resource Provision	Library facilities	24/7 Review	Review of 24/7 contract	Review is underway with Purchasing.	Jul-15	Heather Wells	Green
4	Library Resource Provision	Library facilities	King's Lynn upgrade	KL Nursing library – review impact of opening hours & staffing changes and work with NSC/WJ to weed stock & refurbish the rooms (+FITS & RSC)	Review is scheduled for Feb 15.	Apr-15	Heather Wells	Green

ISD Library Programme of Work (2014-2015)

5	Library Resource Provision	Library facilities	Self service email receipts	Implementation with Bibliotheca to cut down sorter errors and improve user experience	Timeslot has been identified for Jan 15, to configure and test changes but scheduling confirmation yet to be received from self service supplier Bibliotheca.	Apr-2015	Heather Wells	Green
6	Library Resource Provision	Library facilities	Aleph upgrade	Upgrade Aleph to V22 or latest current to remain within supported version for next 2-3 years	Upgrade to be included in library discovery improvement project due to staff resource overlap. Now in planning phase.	Jul-2015	Edmund Chamberlain	Green
7	Library Resource Provision	Library facilities	E-services automation	Automate load of e-book and ejournal records rather than cataloguing manually to reduce excessive manual work.	A new feed for major ebook supplier to our library management system is complete, CIS will activate this in the new year. Follow on work will look at large scientific suppliers (Wiley and possibly Elsevier) to make any future purchasing of large one-off ebook packages a less manual process. This is currently waiting on a new set of sample data from the supplier.	Jan-15	Edmund Chamberlain	Green
8	Library Resource Provision	Library facilities	KPIs	Implement KPIs including underlying stats / data warehouse (subject to ISD-wide implementation of the same)	Data collection continues. Key Performance Indicator (KPI) and SLA (Service Level Agreement) mapping work scheduled for January/February 2015	Jan-15	Heather Wells	Green

ISD Library Programme of Work (2014-2015)

9	Library Resource Provision	Library Collections and Resources	Partnerships & licensing	Partnerships & licensing	Proposed amendments to Entitlements policy to take into account 'short course' students is being considered as part of ISD's Identity Management project.	Jul-15	Nick Lewis	Green
10	Library Resource Provision	Library Collections and Resources	Back of house process review	Identification of "quick win" reductions in manual process in Collections to refocus staff on higher priority activities	Following a successfully outsource of DVD processing, we have identified areas of library process that can be passed to our book supplier and have finalised some trials. The end result will allow new books to be simply checked in before being quickly sent to shelves (potentially via the normal re-shelving flow). This will result in books being on shelves quicker and should free up staff time. We are also looking at using our main book supplier to acquire more out of print material on our behalf and have completed successfully trials of this. We are also looking at ways to better integrate Inter-Library loan requests with ebook	June-15	Edmund Chamberlain	Green

ISD Library Programme of Work (2014-2015)

					purchasing workflows, leading to quicker purchases of ebooks instead of manual ILL work.			
11	Library Resource Provision	Library services for academics	Open access advocacy	Open access advocacy – HEFCE	Review of Open Access webpages underway and third party copyright guidance provided for AMA.	Ongoing	Jane Helgeson	Green