

The Year Ahead

Life in the library continues apace. We are continuing to realise the benefits of the new Library Management Platform we implemented last year. This year we will be further improving our Discover service making it even easier to find resources and we will be introducing a new resource list management service which will be fully integrated with GCU Learn. This will make it easy for staff to add any type of resource to their reading lists, such as videos, sound clips or journal articles as well as books. Students can then access resources with a single click within GCU Learn.

We will open our new Postgraduate Study space on Level 4 of the library for the beginning of the next academic session. We've created a bright and welcoming space with study carrels and soft seating. There is access to a sink and boiling water so you can enjoy a cup of tea as you study. Postgraduate students will be able to access the room using their student card. We have also purchased additional seating and are relocating furniture across the library over the summer to create more study spaces.

We are proud of our customer service in the library and we want to make it even better. For that reason we are working with a number of other university services to submit for Customer Service Excellence Accreditation. Working towards achieving this government approved standard will help us focus on delivering the best service we can for our users.

We continue to develop our support for GCU's Research Community. The library is now providing systems support for our Current Research Information System, PURE, and is leading on developing services to support Research Data Management.

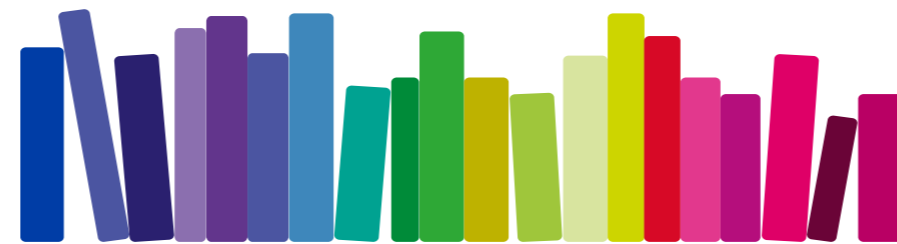
The work of our Archives and Special Collections team continues to grow. We have launched new webpages for the service and these will be further developed in the year to come. We have recruited to a new Assistant Archivist post to help meet the demand on the team. One of the first tasks for the Assistant Archivist will be to work with library staff and others in the University to implement the new GCU Digital Preservation and Archiving Policy. This is essential work to preserve our records for the future. In addition, this year the Archives will announce the accession of an internationally significant photographic collection, something we are all very excited about.



University for the Common Good

The Library

Annual Report 2016/17



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The Library

The Saltire Centre
Glasgow Caledonian University
Cowcaddens Road
Glasgow G4 0BA

T: 0141 273 1000
E: Library@gcu.ac.uk

www.gcu.ac.uk/library

@SaltireCentre

The Year in Statistics

In comparison to 2015/16



NSS score

90% satisfaction with Library resources and services - Down 2%



Ejournal article downloads

1,611,026 - Up 10%



Ebook chapter downloads

3,903,500 - Up 43%



Ebooks available

130,989 - Up 26%



Archive productions

6,605 - Up 6%



Resources available in edShare

1,865 - Up 60%



edShare downloads

59,211 - Up 1468%



Research Repository downloads

23,626 - Up 49%



No. of full text theses in EThOS

430 - Up 28%

Achievements 2016/17

- Widening access to library services by providing wifi and laptops to community users
- Successfully integrating library eResource authentication into the new single sign-on solution, PingFederate, to enhance student satisfaction
- Contributing to a positive student and graduate outcome by supporting the strategy for learning with the University Open Access Repository, edShare
- Enabling continued excellence in research by providing PURE accounts for all academic staff and tackling the research output validation backlog
- Successful migration to a next generation Library Management Platform, with a new integrated user interface and reading list functionality.

Support and Teaching

On campus we created a new type of workshop for our College Connect students to help them discover the reading list for their course and feel confident using the library. We worked with the Scottish Ambulance Academy to deliver tailored literature searching sessions to support Paramedic students.

We supported our students and staff wherever they are in the world –including our visiting internship students from Caledonian College of Engineering. We collaborated with colleagues in Academic Development to create a library research skills video to support the blended delivery of the Postgraduate certificate in Academic Practice to colleagues teaching at GCU Glasgow, GCU London and the African Leadership College. We helped our distance students by developing online appointments which allow us to share our screens.

Archives and Special Collections

- Received a Wellcome Trust Research Resource Award of £54,857 to catalogue records relating to 'Poverty, Health, Diet and Education in Glasgow: from Domestic Science to the Allied Health Professions, 1875-1993' (project starts November 2017)
- Following on from a further deposit from Sandy Hobbs of comic and political cartoons, we held the exhibition Free to Draw: cartoonists and their politics, including the work of Leo Baxendale who sadly passed away in April 2017
- We contributed to Clydebank Museum and Art Gallery exhibition Comic Invention and extended our loan of Upper Clyde Shipbuilders work-in material to Riverside Museum
- New accessions for this year include a further deposit of books and papers to the Scottish CND archive, Bill Hunter papers (Trotskyist and political activist), Cecilia Speir papers (Glasgow and West of Scotland College of Domestic Science alumni and lecturer), Matt McGinn papers (singer/songwriter), Fred Edwards papers (social work director), and Ron Passingham papers (Labour councillor and Communist Party activist).

Who we helped

The Library and Information Support Team answered 31,568 queries in 2015/16, with the introduction of self-service payment and increased online support this went down to 21,483 in 2016/17 – about 60 enquiries a day.

The Academic Librarians (AL) see students and staff for appointments and answer enquiries at drop-ins, by email and by phone. In 2015/16 AL helped 1,792 students and staff including 514 in-depth appointments. In 2016/17 the number of in-depth appointments increased to 526 but overall enquiries fell slightly to 1,436.

In 2015/16 the AL team taught 273 library classes and workshops on research skills, referencing and RefWorks. In 2016/17 we taught 197 classes and workshops. We also created a suite of tailored online content to support research methods modules.

The Common Good

- Started working with 6th year pupils from Mearns Castle High School looking at our Spanish Civil War Collection as part of their advanced history higher
- In June we held our first community creative writing event using items from our archives as inspiration, working towards an e-publication in the coming year
- Throughout the year the Archive Centre welcomed international researchers from Australia, Canada, Japan, USA, Spain and Ireland
- Refreshed our community membership offer and engaged with the local community
- Created the Copyright Advisor online resource which will be made available to all as an Open Access Resource
- Hosted library placements students and staff study visits from the UK and Europe
- Delivered talks and sessions to community groups on the records contained in our Archives and Collections.

Library Collections Management Systems

It has been a very busy year for the Collections and Discovery team who have overseen the implementation of a next generation Library Management Platform. The new system combines eight different systems into a single suite of products that provide streamlined, well-integrated, and cohesive services to library staff and all library users. This successful solution encompasses the scope of a traditional library management system, electronic resource management tool, complete discovery environment, and resource list management for all collections. By replacing all legacy library systems with one, modern, integrated Library Service Platform the library has created one integrated portal with single sign-on for all user interactions with library systems.

It was a major project for the library which impacts on everything we do and offered an excellent opportunity to review our policies, procedures and workflows. Having successfully implemented this new Library Management System the Collections and Discovery team will continue to improve the capabilities and services offered by this new library system to ensure we deliver the best possible services for our users.



Preserving the past to inform the future