The Year Ahead

Another busy year is in prospect for the library as we continue to improve the services we offer our users. This year we plan to review our digitisation service to make it easier for lecturers to request scanned book chapters for student's reading lists. Following a successful pilot project, we plan to further roll out our new resource list management service. The service makes it easy for academics to keep their resource lists up to date and allows students to access any type of resource directly from GCULearn, feedback from staff and students who have been using the service has been very positive. We will also improve our inter library loan service, opening it up to more users and enabling them to place a request with a single click.

We've listened to student feedback on the need for more individual study spaces in the library and in response we will be changing the layout of levels 3 and 4 of the library, making space for additional tables and chairs. We are responding to student demand for more access to PCs by launching an automated laptop loan service which will offer 50 laptops for three-hour loan. We are also introducing a long term laptop loan service for care experienced students.

Our Academic Liaison Team are developing the use of our Ask and Learn space on Level 1 of the Library. In addition to offering drop-ins and appointments the team are developing a programme of library and information skills sessions for delivery in the Ask and Learn teaching space. The team have also worked with our Library and Information Support Team to improve our induction tours which will now be offered throughout the academic session. Each tour will show users the essentials in getting familiar with the library and will end with a Discover session helping users get started with searching for information and using online resources.

We are stepping up our support for GCU's research community by developing guidance on Research Data Management and signposting to helpful resources. We are preparing our Current Research Information System, PURE, for a major overhaul and work will take place this year to allow us to upgrade to the newest version of the system. Working with colleagues in the Archives and Special Collections Team we will begin work on identifying systems for managing research data and preserving data in perpetuity.

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The Library
Annual Report 2017/18

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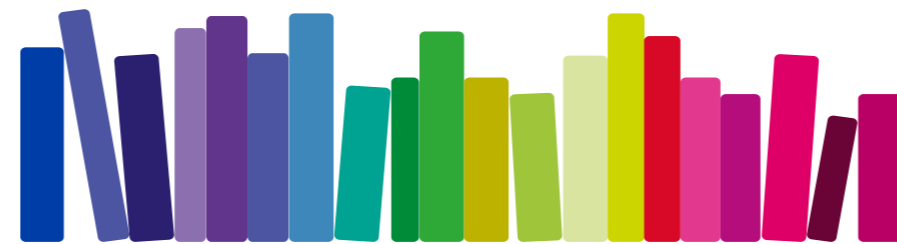
University for the Common Good

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The Year in Statistics
In comparison to 2016/17

NSS score
88% satisfaction with Library resources and services – Down 2%

Ejournal article downloads
1,687,319 – Up 5%

Ebook chapter downloads
3,795,596 – Down 3%

Ebooks available
139,895 – Up 7%

Resources available in edShare
2,645 – Up 42%

edShare downloads
167,299 – Up 183%

Research Repository downloads
26,122 – Up 11%

No. of full text theses in EThOS
515 – Up 20%

Achievements 2017/18

- For the first time since we opened the Saltire Centre, and after responding to student feedback we can now offer bookable group study rooms for students on level 0 of the library. Our four study rooms have proven to be very popular and we recommend booking in advance at the Library Desk to secure a space.
- We set up a Pure reporters network at GCU with full training given. This allows the Schools and the Yunus Centre to produce data on research publications for senior management (e.g. REF preparation, grant applications). Ongoing support for staff is provided by the Collections & Discovery team.
- We successfully managed the 17-18 UKRI block grant for open access. All funds were allocated and resulted in 7 open access articles allowing research staff to meet funder policies on open access.
- The repository team processed and validated over 800 research outputs for the research repository **ResearchOnline@GCU**
- We redesigned our online subject guides which help students find key resources for their subject area.
- The library opened a dedicated space for information literacy training and library workshops.
- We launched a new version of our library search engine, Discover, with additional functionality and a streamlined user interface.
- Library staff built and launched the How Do I intranet site.
- We increased the number of staff in the Archive Centre so that a regular service can now be provided as well as launching the new Archive Centre website.
- Collections & Discovery staff were invited to give Pure sessions across the university including the Yunus Centre, the Safeguarding Health through Infection Prevention (SHIP) Research Group and School of Computing, Engineering and Built Environment. The sessions focused on how staff can use Pure to meet open access policies with publication data tailored to each group.

Archives and Special Collections

- Through events, exhibitions, film and media our records of the Anti-Apartheid Movement Scottish Committee were used to celebrate Nelson Mandela's centenary (July 2018).
- We successfully recruited for our new post of Assistant Archivist (July 2018).

The Common Good

- Our online Copyright Advisor won the CLA's George Pitcher Memorial Award for 2017. The grant money was used to develop the second, more accessible edition, both of which are now available to all as an Open Access Resource.
- We launched our community user service which allows members of the wider community to join the library and receive information skills training.
- We offered placement programmes to a number of students both from Scotland and the EU, providing them with experience and skills in a busy HE library.

Support and Teaching

- Over the year the Academic Librarians taught 243 information skills classes at all levels from pre-entry to PhD in the form of workshops, embedded sessions tailored to the subject and lectures.
- In January 2018 the Library Ask & Learn space opened providing a workshop space and new enquiry point for all users of the library. In 2017/18 we helped 858 people at our drop in sessions, this is an increase of 93% from 2016/17.
- To better meet the needs of overseas and distance students we introduced an online appointment facility and created a referencing webinar to supplement the online videos.
- We increased our portfolio of online videos including a guide to CINAHL – one of the most used databases in the School of Health and Life Sciences
- We supported our students across the globe working closely with academics and providing support online and over email. Including contributing to the online bridging programme for our African Leadership College partner in Mauritius.
- We provided staff sessions for Lynda.com – this provides essential CPD for our staff and is particularly useful for ICT skills and Microsoft products
- The AL team saw 858 students at our popular drop in sessions and 652 appointments. In total we helped 2,176 people this year.

Who we helped

We asked our students at Christmas 2017 what they thought of their current library services and what else we could do to support them make the most of their library.

30% of the 54 respondents took the opportunity to praise our staff: "Library desk staffs are great help! Good service! Keep up the good work"…" Library staff you are so friendly, thanks!"… "The weekend library desk staff are very friendly! (So are the weekday people though ☺)"

10% of respondents asked for more study spaces, and in 2018 level 1 opened with an additional 78 work spaces.

5% asked for longer opening hours and we now routinely open the library 24hrs for the week prior to, and during both exam periods.

The Library and Information Support Team assisted with 18,492 enquiries in the year 2017-18. This included 3176 enquiries from the library floors, a 30% year-on-year increase from the number of floor enquiries from 2016-17. This also included 1027 enquiries by phone and 597 email enquiries.

Library Collections Management Systems

Having successfully completed the implementation of our new Library Management Platform, this year the Collections and Discovery team concentrated on ensuring the new system was embedded and utilised correctly by the team to ensure the most efficient workflows for our collection management. A project team lead the migration and update and redesign of Primo, the software that runs the library catalogue, Discover. As part of the improvements to our library search functions, we also improved discovery of our journal collections with a new tool called BrowZine.

Having rationalised our print journal collection by removing most print copies where a digital version existed, we turned our attention to the full audit and cataloguing of our remaining print journals. We continued to support our overseas campuses by joining the Jisc Transnational Education pilot to develop a simpler way to license resources for students based overseas. This year also saw expansion of borrowable equipment from the collection in the form of short loan laptops issued from a newly installed self-service machine.

In recent years, the team has been increasingly focused on cataloguing and making unique teaching and research resources generated by University staff available to world. edShare was designed as a service to allow the University to share and preserve our educational resources and the number of resources available increased by 780 this year. In terms of our research collections we made an additional 882 outputs available in our institutional repository.

Preserving the past to inform the future