



## Director's Report

As COVID restrictions eased in Academic year 2021/22 we were able to gradually return to our usual open and welcoming service model in the library. It's been fantastic to see our students and staff freely using the library building once more.

A focus on wellbeing and positive mental health became even more of a priority for the library as we emerged from the pandemic. We developed a new area within the library in support of this. We named the area Relax and Renew after seeking student and staff suggestions. We sourced recycled furniture and planters for the area to create a relaxing space where students can take a break from their studies. The space has a book collection which includes material on mindfulness and wellbeing and also some fiction and children's books for parents and carers to enjoy with younger visitors to the library. We plan to develop a programme of events and activities in the space and we launched Relax and Renew with a craft event where participants could explore their creative side.

Other developments for the library have included plans to improve access to power for our users across the library floors. We will be working on this with our colleagues in Facilities and Estates and aim to offer greater and more convenient access to power and charging facilities.

We welcomed colleagues from Information Services to the library where they provide an in person drop-in service for students with IT issues at the library desk. This service has proved extremely popular with library users.

Our Archives Team has begun work to create a digital preservation service for the university. This will ensure permanent preservation for digital archival records including research data to benefit future researchers for decades to come. The team are also preparing a series of exhibitions for a permanent exhibition wall that is a welcome addition to our Archives Centre.

The library is participating in the development of the Scottish Universities Press. This is an important initiative that will offer academics a route to cost-effective, high quality open access publishing. GCU is part of a group of eighteen Scottish Higher Education Institutions who are involved in the creation of the press.

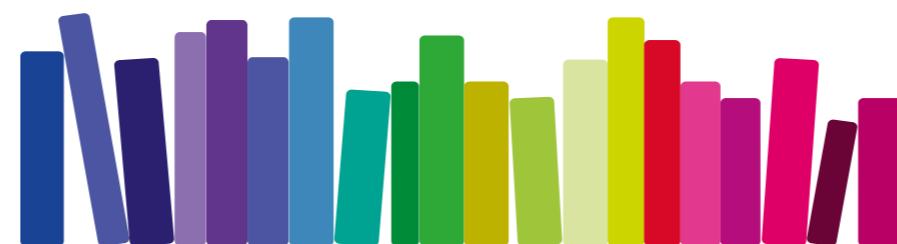
In the coming year we will be reviewing the library layout and looking at our learning space provision. One area we wish to improve is the provision of bookable private group and individual study space which will allow our users to work in the hybrid way that is part of all of our lives following the increased move to online working in recent times. We will work with our users to understand the types of spaces they need and want to use.



University for the Common Good

# The Library

## Annual Report 2021/22



University for the Common Good

**Sir Alex Ferguson Library**  
Glasgow Caledonian University  
Cowcaddens Road  
Glasgow G4 0BA

T: 0141 273 1000  
E: [Library@gcu.ac.uk](mailto:Library@gcu.ac.uk)

[gcu.ac.uk/currentstudents/essentials/library](https://www.gcu.ac.uk/currentstudents/essentials/library)

@SAFLibraryGCU  
 @GCUArchives

## The Year in Statistics

In comparison to 2020/21



**NSS score**  
86% satisfaction with Library resources and services (7% increase)



**Ebooks available**  
281,955 (4% increase)



**Number of reading list views**  
296,628 (10% increase)



**Resources available in edShare**  
7,045 (10% increase)



**Resource list coverage for modules**  
55% (new measure)



**Total open access outputs in ResearchOnline**  
3,581 (21% increase)



**No. of full text theses in EThOS**  
846 (30% increase)



**Interlibrary loans provided**  
1,758 (14% increase)



## Achievements 2021/22

**Library website migration** - Working with the Digital Engagement team and the library web group, members of the library team prepared for the library website migration to a new system and structure by reviewing over 1,000 pages of Library and Archive Centre content. Post go-live the team reviewed and revised all content and the library website layout to better reflect how users engage with the site.

**SafePod** - In collaboration with colleagues from the Research Innovation Office, Estates and the School of Health and Life Sciences, the library team set-up a "SafePod" and will manage researcher bookings and access. A SafePod is a small standardised safe setting that provides the physical security and controls required for a researcher to

access sensitive datasets. This SafePod, located at GCU, provides secure access to different Data Centre datasets from a single location, removing geographical, time and cost barriers for researchers.

**Creation of additional study space** - We resumed work to rationalise the physical library collection that had been paused during the pandemic. The number of copies held where digital copies also existed was reduced, items that had not been used in more than 10 years were moved to the low-use collection, and long out of date items were removed from the collection. This work ensures the library has a collection that serves user needs while enabling the creation of additional study space on the library floors.

## Preserving the past to inform the future



## Archives and Special Collections

In August 2021, the whole Archive Centre team took advantage of the online Archives & Records Association Conference developing our knowledge of the profession, stimulating innovative and creative ideas for the service going forward.

The Archive Centre team returned to campus full-time from September 2021 and our reading room re-opened to all researchers.

Our capabilities for digital archiving and preservation developed significantly with the establishment of a digital preservation system, Arkivum, ensuring the ongoing preservation and accessibility of digital archival material.

We introduced and trained on our new Integrated Pest Management ensuring that our collections are safe, and protected against pest infestation and damage.

Our University Archivist curated an Oscar Marzaroli showcase for Tartan Week and presented it at our Glasgow Caledonian New York College in April 2022.

In June 2022, we introduced our Social Enterprise Archiving Toolkit (SEAT) at the launch of 'Social Enterprise Stories'

at the Scottish Council for Voluntary Organisations' event, the Gathering, at the SEC, Glasgow. This is the first graphic novel created from our National Heritage Lottery Fund funded Common Good Comics project with Magic Torch Comics and GCU's Yunus Centre.

Mentored by the University Archivist, Dishes for the Sick Room, is a project funded by an Early Career Fellowship from the Glasgow Medical Humanities Network and Wellcome Trust. Using a visualiser it made good use of our food and cookery collections, particularly the Glasgow Cookery Book.

The building of a new exhibition wall in our Archive Centre expands our opportunities for sharing collections, collaboration and relationship building in both the academic and community and public engagement arenas.

We started an annual work experience month for two students from our Glasgow School for Business and Society to build confidence, enhance critical thinking and offer hands on experience. The primary focus of our first year was indexing Black Worker's Committee records from the Scottish Trades Union Congress.

## The Common Good

**SPIRU Scottish Poverty Bibliography** - This began as a collaborative project between the Library and The Scottish Poverty and Inequality Research Unit (SPIRU) in 2021. There are now 191 items catalogued in the bibliography which serves as the definitive collection of research and commentary on poverty in contemporary Scotland. Each resource in the collection can be freely accessed through links to external websites.

**GCU Employ Autism Internships** - As part of the library's commitment to Equality, Diversity, and Inclusion, we joined the GCU Employ Autism Internships program. There have been three interns so far and all have both enjoyed and benefitted from their work experience with the library. Joining this program allowed us

to have more nuanced, informed, and caring awareness of how powerful small accommodations to support autistic individuals into the work environment can be.

**Open access publishing**- The library is committed to supporting the University's goal of ensuring the outcomes arising from publicly funded research are as widely available as possible. We have negotiated or joined open access agreements with 14 publishers. These agreements allow open access publishing of original research articles and review articles at no cost to authors or with a discount. Furthermore, in 2021/22, 93% of newly published research outputs added to GCU's research repository were available as open access outputs.

## Library Collections

**GCU Theses collection digitisation** - As part of the ongoing project to create and preserve electronic copies of all GCU PhD theses, the library worked with the British Library to digitise 191 theses that were previously only available in print. The total number of full text electronic copies of theses for the online repository EThOS is now 846.

**New resources** - Three highlights of the new resources the library purchased or subscribed to this year are Sage Research Methods, the Business Expert ebook collection, and the Bristol University Press (BUP) Journals collection.

- SAGE Research Methods is a comprehensive research methods library with books, reference works, journal articles, podcasts, an online project planner and instructional videos from across the social sciences.
- The Business Expert ebook collection encompasses topics covered in MBA courses. The books are written with a curriculum-orientated focus by industry experts and academics.

- There are 20 titles in the BUP Journals collection. Many of the journals are interdisciplinary and aim to encourage debate across academic boundaries, covering a broad range of social science disciplines, including Business and Management, Economics and Society, Law, Sociology, Politics and International Relations and Social Work.

**Developing Wellbeing space collection** - The Relax and Renew space in the library aims to positively contribute to the health and wellbeing of everyone at GCU, in which a good work and life balance and spending time with friends are essential. As part of this commitment, we have created a set of online resources that may help manage wellbeing while at university and have created a specially curated book collection that includes a range of non-fiction titles related to mental health and wellbeing, as well as a range of fiction books, graphic novels and poetry.

## Support and Teaching

The Academic Librarians (AL) offer classes and workshops both online and in person. In 2021-2022 we taught 248 information literacy classes in all the Glasgow Schools, for our transnational partners, for Glasgow Caledonian New York College (GCNYC) and the African Leadership College.

Academic Librarians participated in programme boards and school boards, attended ELISR events and supported accreditation with tailored content and tours.

We are on hand for advice on library access and how we can help students at all stages of programme development. An AL contributed to the pre-registration nursing development board - a board that has been set up to lead the curriculum development of the 2020 pre-registration nursing programmes incorporating the new Nursing and Midwifery Council Standards (Future Nurses).

The Senior Librarian AL was part of the team working towards accreditation for GCNYC which was granted in March 2022 by the Middle States Commission on Higher Education.

We are members of the Induction Planning Support Group - helping to organise and host School wide inductions online for all

new starters. We spoke to more than 1,700 new students in 21/22 induction events.

### Enquiries and student support

We recorded 1,670 enquiries in 21/22. Our busiest day was the 23rd of November 2021 when we helped 28 people. 66% of our total enquiries came from the School of Health and Life Sciences. 81% of enquiries were made by students 1<sup>st</sup> year UG to Masters, 18.6% by staff and researchers and the last 0.4% were external. Masters students make up our biggest enquiry cohort of 35.7%. We spent much of our time on enquiries for literature searching, dissertation research and referencing, in total 42.8%.

### Referencing and plagiarism support

The new subscription to referencing and plagiarism support package *Cite Them Right* proved popular as we transitioned away from the old GCU Harvard style. This means all students have a source of consistent and online 24-hour support. Library support and *Cite Them Right* was highlighted to all students in the *GCU Go* digital learning support tool circulated to all students, the Senior Librarian AL was part of the working group that brought this resource together to support all our students in the online environment.

## Library Information Support Team

**Recording Studio** - In February, we received funding to create a recording studio in the library. This will be primarily to allow students, staff, and community members to record and produce their own content at no cost to them. Content may be produced in the form of podcasts, oral histories or other zcreative exploits. This fantastic opportunity is not currently available in the city, and will help boost our relationship with the wider Glasgow community. Patrons using the studio will be supported by expert members of staff, so there should be no barriers for entry to the service. We are looking forward to seeing what is created in the studio!

**Continuing employability of students** - This has allowed students to earn a living wage to help support their studies while gaining valuable experience and transferable skills to take with them as they finish their studies and begin their careers. The LIST team has benefitted greatly from their input from a student perspective, they have increased the diversity of the team and helped create common bonds with the wider GCU community.

**Working in tandem with the IT helpdesk** - We have supported and queue-busted for the in-person IT helpdesk in order to satisfy the student needs that fall outside of the LIST remit, but are still queries we receive. This has allowed greater collaboration between the teams as we have a better working relationship and understanding of what each team can assist with. We look forward to continuing this relationship which will improve the student experience within the library.

**Study Carrels** - To satisfy the demand for individual study spaces we created additional carrel study seats on levels two and three of the library. This allows students to continue with their studies while minimising the distractions that may go on around them. We are continuing to review our furniture arrangements and look forward to making further improvements through the next period.