The Library Annual Report 2018/19

The Year Ahead

This year will see the conclusion of a major project for the library which has been running since 2015. We received consistent feedback from users that they found our electronic mobile shelving off putting and difficult to use. In response to this we have been working to integrate all of our shelving into a single run and remove the mobile shelving on levels 2, 3 and 4 of the library. Work to replace our shelving will take place over the summer to minimise disruption for our users. When the project is complete, all of the physical items for each subject will be available to browse in a single location for the first time.

Further changes in the Saltire Centre will include the relocation of the Visually Impaired Room to Level 2 with improved layout and signage. We also plan to create information points on levels 2, 3 and 4 which will contain a self-service machine, a Smart Table and a staff PC to enable library staff to better help users with their enquiries. We will work with Information Services to enable communication between our Smart Tables and the hand held devices used by library staff. This will allow library users to contact library staff for assistance using the Smart Tables.

The library continues to increase its support for GCU's research community, this year we will upgrade PURE our Current Research Information System. Once the upgrade is complete, researchers will be able to access their PURE account from anywhere in the world and we will have new functionality to improve the grant application process. The upgrade will also get PURE ready for our Research Excellence Framework 2021 submission.

We successfully bid for funding from the Scottish Library and Information Council's Innovation Fund to develop an online copyright advisor tool and we will be releasing the finished product this year as an Open Educational Resource for free use by anyone. This tool will give advice and guidance on how to keep within copyright rules when creating resources for teaching and learning.

We continue to develop our online help for library users, this year we will review and improve the subject guides on our webpages to help users quickly find the resources they need for their subject. We are also working to create more online information skills videos and guides to help learners use resources effectively.

The Archives team will begin work on achieving Archives Accreditation using the UK-wide Archive Service Accreditation standard which defines good practice and identifies agreed standards, encouraging and supporting service development. The team are also working on a funding bid with the University's Yunus Centre for Social Business and Health to preserve and catalogue the Social Enterprise Collection (Scotland) collection. This is one of the major collections we hold, a national archive of records from organisations and individuals involved in the social enterprise movement across Scotland.

The Year in Statistics (in comparison to 2017/18)

NSS score: 89% satisfaction with Library resources and services (up 1%)

Ejournal article downloads: 1,553,023 (down 7%)

Ebook chapter downloads: 4,571,080 (up 20%)

Ebooks available: 196,588 (up 41%)

Resources available in edShare: 3,541 (up 34%)

edShare downloads: 157,301 (up 5%)

Research Repository downloads: 37,988 (up 45%)

Number of full text theses in EThOS: 560 (up 9%)

Achievements 2018/19

- After winning the CLA's George Pitcher Memorial Award, our online Copyright Advisor was redeveloped into a second, more accessible edition, both of which are now available to all as an Open Access Resource.

- We launched Leganto, the library's new resource list management system.

- We improved our disability support within the library in conjunction with the university's disability service.

- We launched our new Inter-Library Loan service, which provides a quicker and easier service to users and can be found directly on the Discover search platform.

Archives and Special Collections

- A new digitisation strategy was created and implemented as part of our best practice agenda (September 2018).

- Actress Blythe Duff donated her Taggart scripts and memorabilia to the Archive Centre (October 2018).

- Actor Gary Lewis movingly read Robert Climie's (conscientious objector) letter from our collections (October 2018).

- Our Social Enterprise Collection Scotland received £90,000 of Scottish Government funding for a project with Yunus Centre, creating new Project Archivist post (December 2018).

The Common Good

- Our team responsible for relaunching our online Copyright Advisor were busy promoting it at events in 2019 and engaged with other institutions to trial the advisor and support them in developing their own versions.

- Across 2018-19 we continued to improve our community user access to the library and promoted the scheme at a number of public events.

Support and Teaching

- The Academic Librarians taught 295 information skills classes and workshops across all levels. This included a trial of new workshops held in the Library Ask & Learn space.

- We finished a complete refresh of the subject guides available on the library website. They were redesigned to split subject resource guides and task oriented guidance. New pages include an Essential search skills page and Dissertation guide.

- A member of the team was appointed to the editorial board of a peer reviewed academic journal.

- We worked with the Psychology department on a systematic review – including database training and testing the search strategy.

- We hosted a session on how to get published with IEEE.

- We work closely with our academic partners to provide ongoing support for distance students such as Transnet and those studying with our partners in Oman and Mauritius. We continue to develop and promote both online appointments and workshops.

- We helped 1,955 people in 2018/19 – our most popular sessions are the drop ins (901), then appointments (554) and email enquiries (421). The most popular type of enquiry is for help with literature searching, and then referencing and dissertation support.

Library Information Support Team

Who we helped

- 15,798 enquiries at the LIST Desk
- 1,735 enquiries on the floors
- 940 telephone calls
- 603 emails

What did we do

- 43% of enquiries related to circulation of books and resources
- 12% of books/resources were issued at the desk 78% at self-issue machines
- 24% of enquiries we provided information
- 16% of enquiries related to IT passwords
- 6% of enquiries were referred to other services, 32% of these to Academic Librarians

Library Collections

- Having successfully completed the bedding-in of our new Library Management Platform, the Collections and Discovery team implemented a number of improved services offered by this new system in 2018/19 including a new Inter-Library Loan module which provides a quicker, easier method of placing requests through Discover and making our collections available in the union library catalogues of JISC Library Hub Discover and Worldcat. We also launched the use of our Leganto software for the creation of reading (resource) lists. This software allows teaching staff to create structured, annotated lists that contain a wide variety of different resource types and lists which can be shared across modules.

- New digital databases added to the library collections included Jisc Geospatial, a tool for accessing and working with a variety of geospatial datasets, and Safari ebooks, which includes ebooks and online courses covering all aspects of computing, programming and IT. The library also took on responsibility for the LinkedIn Learning (previously Lynda.com), an online video library that contains a range of engaging virtual courses taught by recognised industry experts.

- In terms of our research collections, we made 1,399 new outputs available in our institutional repository, a vital part of the library's work to prepare for REF2021.

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