



The Library Annual Report 2019/20

Director's Report

Academic year 2019/20 was an exceptional year for the library and the university as a whole. We began the year with a change of name. The library was renamed the Sir Alex Ferguson Library in honour of the legendary Glaswegian football manager and friend and benefactor to GCU. Sir Alex visited the library to celebrate the renaming and loaned some fascinating artefacts from his life and career in football to our Archives. These were used to create a permanent display in the Archives Centre which attracted wide interest from students, staff and the public.

Work on PURE, the university's Current Research Information System continued. The Collections and Discovery team worked with others across GCU to develop the use of the Awards module in PURE which moved a cumbersome paper based process online.

We further developed the use of our Ask and Learn teaching space on Level 1 of the library with a well-attended range of classes offered by our Academic Liaison Team. Topics included referencing, use of specialist databases and searching effectively.

The Archives achieved a major coup for GCU with the deposit of the photographs of the internationally renowned, Glasgow based photographer Oscar Marzaroli. The announcement of the deposit attracted international press interest with a number of unique prints being auctioned to begin fund raising to digitise the collection and make it available for viewing and research.

We also began work on a review of the Library Information Support Team who are responsible for frontline customer service in the library. The review will look at the range and effectiveness of the services we currently offer and consult with staff and users on service developments and improvements.

Working with Student Life and the IT Service Management Team we achieved Customer Service Excellence accreditation this year. CSE is a government standard widely used by organisations across multiple sectors to demonstrate their commitment to customer service. Our CSE assessor reported that our staff were very approachable and customer focused, their priority was to ensure customers received the best possible service, and that customers expressed a view that we provided high-quality services and that staff were helpful and courteous.

In March 2020 the library along with the rest of the campus had to close as lockdown was introduced to combat the COVID 19 pandemic. Whilst this meant that the physical library was not available the great majority of library services continued as normal. We moved quickly to increase the availability of online resources, investing in additional content and resources which were made available by content providers in response to the pandemic. Our appointments, drop ins and classes moved online and were well received by our users. The work we had done to roll out our new

Resource List System, Leganto proved invaluable as it gave us the opportunity to engage with academics on the resources they recommend to students ensuring as much as possible was available online.

In the coming year we look forward to getting back on to campus, reopening our physical services and welcoming our users once restrictions are lifted.

The Year in Statistics (in comparison to 2018/19)

NSS score: 90% satisfaction with Library resources and services (1% increase)

Ebooks available: 255,155 (30% increase)

Ebook usage: 300,552 (new measure)

Resources available in edShare: 4,182 (18% increase)

edShare downloads: 190,559 (21% increase)

Research Repository downloads: 122,738 (223% increase)

Number of full text theses in EThOS: 647 (16% increase)

Interlibrary loans provided: 1,072 (new measure)

Achievements 2019/20

- **Resource Lists @ GCU** - In preparation for the 2020/21 academic year, the library reviewed and devised new resource list policies and procedures, taking into account the importance of online availability in light of the pandemic and to support the GCU Going Digital Initiative. The new policies and procedures were updated on our website in Summer 2020 and training was provided to academic staff as part of the Going Digital Webinars.
- **Pure migration** - This year we successfully performed a major upgrade to Pure, our Current Research Information System (CRIS). Researchers are now able to access their Pure account from off campus and a new research portal was implemented. Associated projects saw the introduction of online funding applications and approvals, and the implementation of functionality to manage the University's Research Excellence Framework (REF) submission.
- **Extended eresource access project** - The collections and discovery team successfully implemented extended access to electronic resources and etextbooks following the move by various publishers to offer free access when libraries were forced to close due to the pandemic. We liaised with academics to identify priority resources and where available ensured that they were added to the appropriate Resource Lists so that they were available to users in time for the exams.
- **Copyright tool** - The Scottish Library and Information Council's (SLIC) funded version of the GCU Library copyright advisor was launched this year as an open educational resource for anyone to use or repurpose. This tool provides advice and guidance on how to ensure compliance with UK copyright legislation when creating resources for teaching and learning. Try the advisor yourself: <https://edshare.gcu.ac.uk/4481/13/CARP/index.html>

Archives and Special Collections

- We were delighted to become custodians of the Oscar Marzaroli Collection and working with GCU Foundation launched a £200,000 fundraising campaign for digitisation and cataloguing.
- We collaborated with Street Level Photoworks to bring the very successful Oscar Marzaroli exhibition to fruition.
- We created a permanent display '[Sir Alex Ferguson: my story in objects](#)' as part of the renaming of our Library celebrations.
- Working with GCU Yunus Centre, phase 1 of our Scottish Government funded project to develop the [Social Enterprise Collection Scotland](#) was completed.
- Successful in a second round of funding we have extended this project and are currently working on creating a Social Enterprise Archiving Toolkit (SEAT) for the sector.
- Working with Magic Torch Comics and GCU Yunus Centre we started a two year NLHF project – Common Good Comics – exploring social purpose and community action.
- The team continued to work from home during the current pandemic, quickly developing new skills to support our students, staff and wider community.

The Common Good

- The Archive Centre continued its successful collaboration with GCU's Community and Public Engagement programme including a well-attended talk on the Oscar Marzaroli Collection at Cassiltoun Housing Association in Castlemilk.
- Open access to research - This year the library set up new Read and Publish deals with several major academic publishers. These deals allow GCU authors to publish articles open access in eligible journals with no cost; the library provided guidance and support for authors on this publishing route. The library administers the university's fund to cover article open access fees for GCU staff. Open access funding guidance to help authors was developed and made available on the library website.
- From the first lockdown we began collecting the GCU family COVID-19 story for present and future generations.

Support and Teaching

Teaching - The Academic Librarians taught 350 information literacy classes and workshops from inductions to supporting PhD candidates. Our most popular classes were inductions for those new to the library and support for dissertation students. New students included the Graduate Apprentices for the first time, the Glasgow students are seen in person and we also teach virtually in New York, Mauritius and South Africa.

Support - We helped 2,016 people in one to one appointments, drop in sessions and by phone and email.

The team has learned how to create and edit video content to enhance the online support available. We have expanded our online offering by creating short videos students can access on the library website.

We began offering online appointments to students in the African Leadership College, our partners, and have expanded this and added it to our standard appointment booking. As part of our annual service review we refined our referencing guidelines, the subject and concept guides and streamlined the appointment booking process.

Engagement - Over the year we have recorded and mapped our engagement with the Schools and individual academics so we can develop our relationships and identify any gaps in provision.

Library Information Support Team

- Feedback boxes - We installed feedback boxes on all floors of the library to make sure our users can let us know what they think about our service this way as well as via our website.
- Instagram - We discovered that Instagram is the fastest growing social media platform and is being used more and more by other academic libraries to engage with their students. We started our own Instagram account and within a few months reached 500 followers.
- Information Points - Feedback from students showed that they wanted a place where they could get support whilst working on the floors of the library. We created designated Information Points on all the floors where students could speak to a Library Assistant, borrow or return books, and access our Discover search on our smart tables.
- CSE - We worked on our application for Customer Service Excellence accreditation for the library alongside our Student Life and IT Service Management teams. This saw us scrutinising our entire service, identifying areas where we were performing well and areas where we could improve.
- Open holds shelf - We made it easier for users to access the books they have requested by creating open holds shelves where they can collect their book once they've been notified then check them out at one of our self-issue machines.
- Community Users - We developed our community user membership to allow members of the public to use our service by borrowing books and laptops to use in the library as part of our commitment to the common good.
- Shelf markers - To promote our extensive collection of eBooks, particularly for popular texts, we added shelf markers on the floors which highlight how to access eBooks on our Discover search.
- Postgrad room - We created a space for Postgraduate students on Level 4 of the Library where they can study and work together in a pleasant and relaxed environment.
- Enquiries – over the course of the year, we answered 13,279 enquiries either in person or by phone or email.

Library Collections

Print to ebook bulk purchases - Due to the pandemic, library print stock became unavailable to users, creating a need for improved ebook coverage. We identified high use print titles that the library didn't currently own as ebooks and engaged the vendors to identify which of these titles were available, before undertaking a bulk purchasing exercise resulting in improved ebook coverage for key titles.

Dawson to Askews migration - In June 2020 one of our established eBook suppliers ceased trading, this meant we would no longer have access to over 8,000 of our titles for the upcoming academic year. Through APUC collaboration another eBook supplier offered support with the provision of their platform, matching over 99% of our titles by the beginning of August 2020. Within two weeks we had completed the task of making these titles available and accessible to all library users.

New collection - In February 2020 we secured online access to the British National Formulary (BNF). The BNF brings together advice on current best practice as well as legal and professional guidelines relating to the uses of medicines. Content includes:

- Guidance on the drug management of common conditions
- Details of medicines with special reference to their uses, cautions, contra-indications, side-effects, doses, and relative costs
- Guidance on prescribing, monitoring, dispensing and administering medicines.

Shelving project - This year saw 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 had 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 was completed in September 2019 meaning all of the physical items for each subject are now available to browse in a single location for the first time.

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