

Library Services Annual Report 2017-18

Introduction

The Library service in Queen's is committed to providing high quality library services and resources in support of the education and research activities of the students and staff of the University and of its other customer groups. This Annual Report for 2017-18 provides an update on service provision and development during the last academic year. It is structured to reflect developments across the six areas of strategic priority outlined in the University's Corporate Plan 2016-21. These are:

- **Education and Students**
- **Research**
- **Innovation and Impact:**
- **People and Culture**
- **Infrastructure**
- **Funding and Governance**

The following sections outline how the Library has developed services and supported these priority areas in line with wider University ambitions.

1. Education and Students

Aim: To support the University's aspiration to deliver high quality leading edge education through world class staff, focussed on the needs of society.

Service Availability and Opening Hours

- The McClay Library continued to offer extensive opening hours to meet the diverse needs of the student body. It provided a service for several days at both Christmas and Easter and on the May public holiday when the rest of the University was closed.
- The McClay Library was open for almost 100% of its advertised opening hours. It closed at midday on 16 October in anticipation of a hurricane.
- 24-hour opening was tweaked to reflect the changes to the academic year. Overnight opening commenced earlier than in previous years and ran for 4 weeks in the run up to Christmas. It resumed immediately after Easter for a further 9 weeks.
- Library provision for Medical students who were taking exams at the beginning of the Summer Vacation was further extended and for the first time included Sunday opening during the vacation.
- Almost 1,400,000 people visited the McClay Library. This represents an increase of almost 4% in the last 2 years.

Library facilities

- The RESPECT campaign, aimed at creating a more pleasant and mutually supportive environment for students, was relaunched during the exam period to address the issue of seat reserving.
- Self-service facilities were introduced in the Medical Library to make it easier for users to borrow and return books on that site.

- Planning for the expansion of the McClay Library into the adjacent David Bates Building started; consultation took place with key stakeholders, including the Students Union Officers.
- The Library loaned over 415,000 books. Although this represents a slight drop on previous years, it reflects changes in the sector due to the growth in electronic provision. Usage of ebooks in the reporting year was over 1,860,000.
- The Library received almost 103,000 enquires throughout the year.

Student Satisfaction

The Library seeks to make continuous improvements to services and welcomes the feedback it receives from students. There are several annual student surveys which assess student satisfaction with the Library; the 2018 results are summarised below.

- In the **National Student Survey 2018** (all graduating students), Library Resources received an overall satisfaction score of 91%. This was higher than the sector average of 87% and the NI average of 90%. This represents an increase of 1% on the score in 2017.
- Surveys of current students also measure satisfaction with the Library service. Library resources received an overall satisfaction score of 89% in both the **First Year Experience Survey** and the **Second Year Experience Survey**. There was an increase of 1% percent in the score in the Second Year Experience Survey.
- Library resources and services are also highly rated by postgraduate students at Queen's. In the **Postgraduate Taught Experience Survey 2018** an overall satisfaction rating of 88% was achieved. This is higher than the sector average of 86%. The overall satisfaction rating in the **Postgraduate Research Experience Survey 2018** was 88% which is also higher than the sector average of 86%.

Support for International Students

- Just under 900 international students attended a library induction session, and 40 student mentors were trained to help deliver library orientation tours.
- At the start of the new academic year the Library was represented at the International Student Welcome Fair.
- Promotional tours were provided throughout the year for 171 international student representatives visiting Queen's.
- A world map was displayed in the Library during International Student Induction Week and Welcome Week. This has continued to prove to be a very successful tool in opening communication with newly arrived International Students. Students placed stickers on their home locations, highlighting the diversity of our student population.
- Several new initiatives this year included a coffee morning; bespoke induction sessions for the January intake; and drop-in sessions.

Support for Students with a Disability

- Library staff continued to receive regular training to increase their awareness of the needs of users who have a disability. This year 51 members of staff attended training on mental health and wellbeing.
- A small number of 1-to1 sessions were provided for students registered with Disability Services.
- Library passes were produced for 16 support providers and library familiarisation tours were offered.

- A pre-semester tour was provided for 40 students on the autistic spectrum.
- There were 42 block bookings of the Group Study Rooms for students and their support providers
- The text of 20 books was provided in alternative formats.

Induction and Training

- Library staff gave 135 induction tours to just under 2,300 undergraduate and postgraduate taught students at the beginning of September and facilitated induction tours for 185 international students in January.
- 906 training sessions (with a total of 11,532 attendees) took place during 2017-18.
- Over 4,000 new undergraduate and 1,200 postgraduate students participated in just under 69 induction talks and library tours in September 2017.
- A comprehensive programme of Library training events was included in the Graduate School Programme.
- Postgraduate Taught students received training. This was concentrated in advance of the dissertation preparation period in early summer.
- Online tutorials were promoted through the Library's subject guides – LibGuides.
- Training on altmetrics, bibliometrics and open access continued to be provided.

2. Research

Aim: To support the University's aspiration to be distinguished by its academic strength and recognised globally for the social, economic and cultural benefit it delivers through its research.

Research Support Services

- The Library worked collaboratively with the Research and Enterprise Directorate to support the University's ongoing Research Data Management Policy and activities.
- The Library continued to review and monitor journal subscriptions in line with institutional research priorities.
- Reference management support was provided for researchers.
- Document delivery services were further developed.
- Support for Digital Humanities initiatives in the University was provided.
- Support and training for bibliometrics and altmetrics was provided.

Library Resources

- As in previous year, resources continued to be extremely well used with close to 2 million downloads from major resources in the reporting year.
- An Evidence Based Acquisitions (EBA) exercise with Cambridge University Press was extended for a further 12 months ending in November 2018. Over 18,000 titles have been added to the Library catalogue and are available to all students. New titles are added on a monthly basis.
- Journal subscriptions were maintained despite ongoing inflationary pressures on the budget in this area.
- A tender to appoint a new binding supplier was concluded with Hollingsworth and Moss being appointed.

- A successful stock check exercise was undertaken in the McClay library utilising RFID technology and an API for our Library management system. This was the first comprehensive check since we moved to the McClay Library and has resulted in a more accurate catalogue enhancing the student experience.
- Biological Sciences journals were relocated from the McClay Library to the Medical Library.
- A comprehensive stock management plan covering the period 2018-22 was produced.
- A project to digitise print theses was initiated.

Open Access

- An average of 444 new records were created each month (168 of these had full-text documents uploaded) in the Pure current research information system and approximately 440 records were checked by the Open Access Team each month.
- 93% of papers in Pure subject to the Open Access Policy for REF 2021 were recorded as REF eligible.
- Over £200,000 was spent by the Open Access Team on article processing charges (APCs) in 2017, enabling 171 articles by Queen's authors to be made open access via publishers' websites.
- UKRI (UK Research and Innovation) confirmed that the RCUK (Research Councils UK) open access funding will continue until 2020 and the University's award for 2017-18 was £137,750.18.
- The Charity Open Access Fund (COAF) award for 2017-18 was £55,530, which was the highest allocation the University has received since the grant began.
- Membership deals were signed with the BMJ, Frontiers, Hindawi, Open Book Publishers and Open Library of Humanities to make it easier for Queen's authors to make their research open access.
- There were approximately 117,000 downloads from the University's Research Portal.
- The Open Access Team delivered 38 training sessions to over 300 staff and research postgraduate students.
- 99 full-text theses were uploaded to Pure by research postgraduate students for open access display via the Research Portal.
- Nearly 400 staff and research postgraduate students registered their ORCID iD in Pure. An ORCID iD is a unique digital identifier that researchers can use to distinguish themselves from other researchers.

Special Collections and Archives

- All print stock in the Special Collections Store was cleaned and examined as part of its preservation strategy. Loose bindings were tied up and inserts noted and catalogue records updated where necessary.
- The ContentDM platform which provides access to over 25,000 digital assets was upgraded to feature a responsive display. The number of full text searchable digital collections held in the system increased to 31. There were 34,112 Item page views during the reporting period.
- The OMEKA platform was used to support online exhibitions for the ERIN project which focussed on the Thomas Moore publications in our holdings.
- Monthly displays along with specific themed displays requested by academics and aligned with conferences or symposia taking place at Queen's were curated.

- The RASCAL (Research and Special Collections Available Locally) directory was upgraded to include an enhanced interface with images from the collections and the institutions. US partners, Boston College, Notre Dame and Kansas State University are now participating and have collections represented. There were 17,770 page views during the reporting period.
- Subject guides highlighting key subject strengths in China, Music, Science and Medicine were developed.
- Special Collections and Archives [web pages](#) were overhauled in line with the University's Digital Transformation Project. The digital resources page was redesigned and added to the Homepage. There were 15,788 page views in the reporting period.
- The blog was upgraded to include social media sharing buttons, an embedded twitter feed, and the ability for users to subscribe.
- Special Collections staff provided training and resources to support several University modules. They participated in a number of high profile visits and presented at Faculty Summer Schools.
- Two Special Collections titles were published and launched. There were: China's Imperial Eye, edited by Drs Aglaia De Angeli and Emma Reisz, which focuses on a selection of photographs from the Hart Collection; and Crying for Elysium, edited by Dr Andrew Doyle, which comprises a selection of writings, many unpublished, by Forrest Reid.
- The Thesis Copy Supply Scheme moved to digital supply. Requests are international in origin with regular requests for theses copies, and constant requests for copies of manuscript holdings.
- The Coghill Collection was acquired. This collection includes correspondence, childhood records, photographs and several boxes of (rare) early Irish photography on glass slides.
- The archives of the Belfast Hebrew Congregation were deposited. The complete run of the Belfast Jewish Record was loaned to allow it to be digitised. Scanning of the journal is now complete. The very rare journal, Belfast Jewish Gazette was digitised and is now available online.
- All requests for access to University Archive materials were met.

Support for Postgraduate Students

- A bespoke programme of communications for postgraduate taught students using social media strategically to market services using targeted, timely messages was delivered.
- Library support was provided to Northern Bridge.
- Changes were implemented to make it easier for postgraduate taught students, particularly those off campus, to place inter-library loan requests.
- Training courses were advertised by the Graduate School with relevant training activities located in the Graduate School.
- Courses on systematic literature searching were embedded into courses delivered through the Graduate School.
- Beyond Google training was provided as part of the University's development weeks.
- Ongoing improvement in online support in line with the needs of distance and e-learning students through the ongoing integration of Mediasite content; use of LibAnswers, etc. took place.
- Provided training and awareness sessions on Open Access for PGR students with emphasis on requirements of e-thesis deposit.

- A significant change was made to the Library's Loan Renewal Policy in response to demand from postgraduate research students. Items which have been renewed to the maximum limit will be re-issued if required.

3. Innovation and Impact

Aim: To support the University's goal to enhance and expand its impact on wider society through innovative education and research, and through collaboration with a diverse range of partners.

Outreach Programme

- Development of Transition Skills online training started in collaboration with the Centre for Educational Development. The training aims to help students prepare for the requirements of university study, covering areas such as academic expectations, understanding research literature and plagiarism.
- The training will be of use to undergraduate students, as well as those transitioning to University, and will be promoted accordingly.

Northern Ireland Official Publications Archive

- The Northern Ireland Official Publications Archive was populated with publications dating from September 2015. Documents were harvested from Government Department sites and added to the archive, which is searchable by the wider public.
- To further increase the visibility of Northern Ireland Official Publications, archive records for both monographs and serials were supplied to the British Library for display in their catalogue.
- The NIOPA service was officially launched in March 2018.

Library Access Schemes

- A review of the Associate Membership Scheme, which allows members of the public to join the Library, took place. Only a small number of changes to the Scheme were made.
- Postgraduate research students were offered temporary Associate Membership of the Library following completion.
- The Inspire and SCONUL Vacation Access Schemes were supported.

4. People and Culture

Aim: To support, encourage and empower our staff to attain excellence; to develop leadership and structures.

Staff Development

- Staff participated in relevant local and national training and development forums.
- Staff attended relevant conferences to ensure that local service development is informed by best practice in the sector.
- A programme of departmental visits was put into place, allowing staff the opportunity to gain experience in other areas of the Library.

Marketing and Communications

- A marketing plan for 2017-18 was produced.
- Social media was used effectively to communicate with customers.
- The Library website continued to be updated.
- Technology was exploited to improve remote online access to Library services and resources.
- CSE structures were used to consult and communicate with customers.

Customer Service Excellence

- Library Services was successful in achieving ongoing accreditation against the CSE standard following its Rolling Programme 3 (RP3) assessment in March 2018. The feedback from the assessor was highly complementary, describing the Library as “a very impressive service”. The Library was not only deemed to be fully compliant with all elements of the standard, but has achieved compliance plus in 17 elements, with a further 3 awarded in 2018.
- Library staff took part in peer led customer services training.
- The Library developed and published a 2017-18 Standards of Service document and carried out regular monitoring exercises during the year to measure performance against each of these.
- The annual Customer Satisfaction Survey was carried out in November 2017. The results of this demonstrated that 96% of respondents were satisfied with the Library Service overall.
- A Customer Journey Map was used to understand the customer experience of using the website for HSC staff to research a topic and request a literature search. Moments of truth and pain and suggestions associated with the map were highlighted for discussion with relevant members of staff. A number of improvements were subsequently put into place.
- A mystery shopper was used to test the Library’s procedure for dealing with complaints. The mystery shopper’s experience allowed us to conclude that the outcome of the complaint process is satisfactory for our customers.
- A Focus Group was used to gather feedback on the proposed new brand for the library service for HSC staff in Northern Ireland.
- User feedback was gathered. A summary of the analysis can be found in [Appendix 1](#).

5. Infrastructure

Aim: To support the University in its aims to enhance the education and research infrastructure; to deliver a dynamic digital experience and to enhance the environmental sustainability of the Estate.

- Library staff were involved in the selection of a new Virtual Learning Environment (VLE) for the University.
- Self-service facilities in the McClay and Biomedical Libraries were upgraded.
- An online application form to join the Library as an associate member was introduced.
- Kiosks were introduced for catalogue searching in the McClay Library.
- The Library home page was redeveloped and new page was launched.
- Ongoing library support for low-carbon and other environmental initiatives was provided by a number of “Green Champions”.

6. Funding and Governance

Aim: To provide effective governance and strong financial performance for the Library; to diversify the Library's income base.

Library Services for AFBI:

- 2017-18 was the last year of the first phase of the AFBI/ QUB Library Contract, and the Library was pleased to receive confirmation of the extension of the contract for a further five years.
- A review of journals was completed.
- A number of surveys to gather feedback from AFBI staff on library services were carried out.
- A Customer Satisfaction Survey was carried out in November 2017. 100% of AFBI staff who responded were satisfied with the library service overall.
- The AFBI Library set up a twitter account as a means of keeping AFBI staff up to date with services and developments, and also as another way for them to give feedback.

Library Services for HSC:

- Use of the Library by Healthcare Professionals from across Northern Ireland increased considerably.
- Current Awareness Bulletins covering 17 medical specialties were set up.
- Library training was delivered to HSC staff in hospital locations across Northern Ireland.
- A new brand for the Library was launched on 8 June. The Launch Event was attended by key stakeholders, most notably, representatives from the Department of Health and NIMDTA. The Healthcare Library of Northern Ireland is the new name for honni and the HSC Library.
- A new website for the Healthcare Library for Northern Ireland was implemented.
- A Pop-Up Library programme was implemented to promote the new brand.
- A Customer Satisfaction Survey was carried out in November 2017. 97% of HSC staff who responded were satisfied with the library service overall.

Appendix 1

Analysis of User Feedback 2017-18

Library staff acknowledge direct feedback promptly and an early reply from an appropriate member of Library staff follows where necessary.

Feedback areas and specific action taken:

All significant service feedback for the period 1 August 2017 - 31 July 2018 has now been analysed and categorised as follows:

- Building related
- Study environment
- Availability of services/opening hours
- Library policies and procedures
- Library staff

47 elements of feedback were received during the period and all of these were received via e-mail – including via the Library website feedback page. 13 elements of feedback (28%) were positive.

19% of the feedback related to building management issues such as temperature, cleaning issues, etc.

27% of the feedback related to Library staff and it was all positive.

23% of the feedback related to service availability issues (e.g. problems with access to resources, things not working as expected)

6% of the feedback related to issues with Library policies and procedures such as fines.

13% of the feedback related to study environment issues such as noise or access to study seats/PCs.

2% of the feedback related to the environment outside the Library.

The following actions have been agreed/implemented as a direct result of the feedback received from Library users:

Library staff:

- The feedback was passed to the individual or relevant line manager.

Availability of services/opening hours:

- An issue relating to access to Student Computing rooms in the MBC during Enrolment and Registration in September 2017 was raised with the Student Records Manager and the relevant School Manager. Measures have been put into place to reduce the impact during the same period in 2018.
- PC settings were changed to allow users to adjust the brightness of the screens on new PCs in the McClay Library.
- Feedback on the lack of bicycle racks at the Medical Library, RVH, was passed to Estates. This was not progressed due to security concerns on the site.

Building related:

- We respond immediately to requests to open/close windows and blinds and adjust the heating temperature, provided there is reasonable consensus in terms of the feedback received.
- Fuses in plug sockets were upgraded to prevent continuous breaking.
- Measures were put into place to ensure effective ongoing cleaning of desks in the McClay Library.
- Lighting was adjusted in the McClay Library to make it brighter, and overhead lights were removed from a timed system to stop them turning off automatically.

Study environment:

- The RESPECT campaign ran throughout the year to promote and raise awareness of the library regulations and to focus in particular on regulations around reserving seats at exam times.
- The Noise Alert service in the McClay Library continued across the full 2017-18 academic year.
- The Group Study Room in the Biomedical Library was soundproofed to keep to prevent noise from carrying into the Library.

Library Policies and Procedures:

- All the feedback received in this area was resolved by offering further clarification of our policies.