Report to the Contract Monitoring Group

April 2016 – March 2017

on the

Provision of Library & Information Services
to the **Agri-Food and Biosciences Institute**

Queen's University Belfast

afbi Agri-Food and Biosciences Institute

April 2016 - March 2017

The contract year 2016-2017 was marked by a new approach to the journal review process, further surveys to assess user satisfaction, a continuing focus on training, the start of our venture into social media to promote the AFBI Library and its services, and staff changes. Library activities, as in previous years, were driven by the projects outlined in the Strategic Plan 2013 -18 which was updated towards the end of the year to ensure targets were being met as we move into the final year of both the plan and the first five-year phase of the contract (Appendix 2).

Early in the year the Library Committee was tasked with carrying out a major review of the current journal subscriptions based on business cases submitted via Branch Heads. A standard form was devised and made available via AFBI Library Online. Following budget discussions with AFBI's Finance Department and the Executive Management Team, it was agreed to retain all databases, the journal package deals and those individual journals which received a rating of 3 and above (on a scale from 1-5). Some new titles were also approved. As a result this has enabled costs to be kept within acceptable limits despite adverse currency exchange rates and rising subscriptions. Attention was also given to tailoring the book funds appropriately with the adoption of a new CABi e-book package, allowing AFBI staff to select titles of interest.

The library staff always strive to support their AFBI colleagues in all aspects of their work. In order to asess the value of the service to users, an impact survey was run from 1st – 31st October 2016. The case studies cited by users strongly highlighted the importance of speedy document delivery, bibliographic management, help with literature searching and training, and office-based support, particularly in relation to the use of Endnote. The survey garnered a pleasing 10% response and provided staff with valuable evidence of the positive impact of our service. The annual Customer Satisfaction Survey which includes a random selection of AFBI Library members also resulted in a very positive response. The Library's Customer Service Excellence accreditation has once again been revalidated.

Training to ensure maximum exploitation of resources and uptake of services continued to be a major focus of activities. During the year courses were run on a range of topics including Endnote, Researchgate and copyright, customising Google Scholar, current awareness and introductory sessions for new staff. Courses were delivered in various venues across AFBI sites including a pilot in Aquatics and Fisheries Branch which it is hoped to build on in the year ahead. Support for postgraduates was given high priority.

Communicating information promptly and effectively to users is of key importance. Throughout the year library staff employed all the usual channels, including AFBI Library Online, the AFBI intranet, and mailing lists. Towards the end of the year, the Library ventured into social media and launched a Twitter account to raise awareness of library services, courses, new resources and any other news of note.

In January 2016 Angela Thompson took up a one year temporary contract in the Queen's University Medical and HSC Library. Staffing problems in the AFBI Library were averted thanks to the appointment of Patrick Elliott on a part-time temporary basis and to Deborah Sherlock agreeing to work additional hours. In January 2017 Patrick was confirmed in post full-time and Deborah reverted to her part-time hours. Karen Latimer retired from her full-time position in Queen's in August 2016 but continued to manage the AFBI Library throughout the year covered by this report. Her succesor, Jane O'Neill, will take up full responsibility for the AFBI Library in the coming year.

Karen Latimer

AFBI Librarian
April 2017

Statistical Report

1. Library Membership

Library membership has dropped slightly since last year possibly reflecting the final outworkings from the Voluntary Exit Scheme. The Library continues to employ high quality assurance procedures to ensure that all membership data is as up-to-date as possible. Library staff are alerted to new appointments by HR and they then follow up where appropriate to ensure that new members of staff are aware of the AFBI Library. New staff are given further information on the library service and the support available to them when they sign up and receive their library cards and usernames and passwords.

Table 1: *AFBI Library membership*

2016/17	2015/16	2014/2015
434	481	442

2. Electronic Resources

Table 2 records the activity on our major databases which continue to show that *Web of Science* sees the most significant usage. Library staff are in discussion with CAB and Clarivate Analytics about optimising access to content and will review FSTA prior to renewal. Tables 3 and 4 provide information on the use of AFBI Library Online and Search@AFBILib, the Library Discovery Service. Both resources continue to see good use despite a small decrease in the activities recorded. This is probably explained by the slight change in membership figures but is still healthy when considered on a per capita basis. A list of the top ten e- journals used during the year is given for information in Table 5.

Table 2: *Database use 2016/2017*

Database		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 Total	15/16 Total
All data-bases	Session	339	279	189	180	147	152	162	170	106	168	175	242	2,309	3,168
	Queries	218	178	130	103	19	4	5	0	0	4	12	0	673	1,787
CAB	Session	6	12	9	14	8	15	12	3	17	40	29	46	211	163
	Queries	15	25	23	25	24	28	36	11	55	104	74	107	527	503
FSTA	Session	1	0	0	0	0	0	0	0	0	0	1	0	2	26
	Queries	4	0	0	0	0	0	0	0	0	0	1	0	5	41
Web of Science	Session	288	214	152	135	135	128	145	162	80	121	135	177	1,872	2,673
	Queries	1,551	817	624	657	690	492	614	598	997	684	513	714	8,951	12,771
Medline	Session	5	1	1	2	0	0	4	4	1	0	13	8	39	25
	Queries	2	9	1	6	0	0	28	31	0	0	74	27	178	86

AFBI Library Online Website

Table 3: *Website use 2016/2017*

2016/2017	Unique Visitors	Number of Visits	Hits
Apr	201	558	8,797
May	183	529	8,439
Jun	193	475	8,292
Jul	177	467	6,664
Aug	172	386	7,643
Sept	154	387	7,525
Oct	348	687	8,346
Nov	268	591	8,507
Dec	225	444	6,014
Jan	298	610	7,622
Feb	115	250	3,673
Mar	310	544	7,420
TOTAL	**2,644**	**5,928**	**88,942**
2015/16	*2,984*	*7,297*	*95,662*

Table 4: *Search@AFBILib (Library Discovery Service)*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 Total
Sessions	444	379	285	167	302	320	358	335	204	309	435	401	**3,939**
Searches	1,030	665	521	256	686	602	598	604	383	668	1214	783	**8,010**
Records Viewed	156	112	96	39	83	135	132	185	47	145	154	179	**1,463**

2015/16 totals: Sessions - 6,070; Searches - 11.175; Records viewed - 2,923

Table 5: *Top 10 E-Journals 2016-17*

	Title
1.	Journal of Dairy Science
2.	Meat Science
3.	Journal of Animal Science
4.	Livestock Science
5.	Veterinary Journal
6.	Preventive Veterinary Medicine
7.	Journal of Experimental Marine Biology & Ecology
8.	The Veterinary Quarterly
9.	Vaccine
10.	Veterinary Microbiology

3. Document Delivery

Document delivery continues to be an important library service for AFBI staff. Documents are sourced internally at zero cost from the AFBI and QUB library network and externally mainly from the British Library but also from OCLC in the USA and other organisations. The tables below record all document delivery transactions between the AFBI Library, QUB, DAERA and the British Library. Library staff continued to supply copies of material held in AFBI collections which is particulary helpful in a decentralised organisation. Table 6 records a similar level of activity to previous years. Table 7 shows a significant drop in items provided by the AFBI Library to QUB perhaps reflecting the increase in journal subscriptions taken by the University. However, the number of items provided to AFBI by the QUB Library (Table 8) has increased considerably underlining the value of this partnership. Tables 9 and 10 indicate little traffic between DAERA and the AFBI Library and this is likely to cease completely with the reorganisation of the NICS library service. Table 11 records the transactions with the British Library and other lenders which have dropped slightly probably due to the increase in material available locally both in AFBI and Queen's.

Table 6: *Items supplied from AFBI stock to users*

2016/2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Photocopies	44	43	29	21	36	17	3	15	7	13	33	41	**302**

***Previous year total:** 2015/16 - 277*

Table 7: *Items supplied to QUB by AFBI*

2016/2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	0	1	6	4	1	3	6	1	2	7	0	5	36
Photocopies	3	6	2	1	0	3	4	2	4	10	6	3	44
Total	**3**	**7**	**8**	**5**	**1**	**6**	**10**	**3**	**6**	**17**	**6**	**8**	**80**

***Previous year total:** 2015/16 - 138*

Table 8: *Items supplied to AFBI by QUB*

2016/2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	51	75	39	45	36	62	53	67	30	48	35	47	588
Photocopies	30	29	15	16	14	14	27	29	8	45	31	34	292
Total	**81**	**104**	**54**	**61**	**50**	**76**	**80**	**96**	**38**	**93**	**66**	**81**	**880**

***Previous year total:** 2015/16 - 696*

Table 9: *Items supplied to DAERA by AFBI*

2016/2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	0	0	0	0	0	0	0	0	0	0	0	0	0
Photocopies	1	0	0	1	0	0	7	2	0	1	1	0	13
Total	**1**	**0**	**0**	**1**	**0**	**0**	**7**	**2**	**0**	**1**	**1**	**0**	**13**

***Previous year totals:** 2015/16 – 5*

Table 10: *Items supplied to AFBI by DAERA*

2016/2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	0	0	0	0	0	0	0	0	0	0	0	0	0
Photocopies	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	**0**

Previous year totals: 2015/16 – 2

Table 11: *Items supplied to AFBI by the British Library & other organisations*

2016/2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	0	1	3	2	4	5	0	0	4	1	2	1	**23**
Photocopies	13	13	14	6	10	10	6	16	10	13	14	10	**135**
Total	**13**	**14**	**17**	**8**	**14**	**15**	**6**	**16**	**14**	**14**	**16**	**11**	158

Previous year totals: 2015/16 – 264

4. Loans

The loans statistics for 2016-17 are very similar to, indeed slightly up on, those for 2015 -16. The use of e-books is not reflected in Table 12 although library policy is to increase acquisition of books in this format. For example, the CABi collection comprising 25 titles was purchased during the year. This collection has had 61 downloads from April 2016 to March 2017.

Table 12: *Issue statistics*

2016/2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
AFBI Loans	137	123	83	87	98	148	134	94	67	122	138	84	**1315**

Previous year totals: 2015/16 – 1,150

5. Advice and Training

For 2016/17, enquiry statistics were gathered over 4 sample weeks (Table 13) which correspond with the SCONUL statistical return period used by UK universities for comparative purposes. Measuring this activity against the previous year, 140 queries in 4 weeks equates to 1,820 over the year which implies an increase in this highly valued work.

Table 13: *Enquiries*

2016/2017 - Sample weeks		
Week 1	w/b 16th May	46
Week 2	w/b 12th Sept	12
Week 3	w/b 7th Nov	29
Week 4	w/b 6th Feb	53
Total		**140**

*Previous year totals***:** *2015/16 – 1215 total enquiries*

Training continues to be very important to ensure that AFBI staff make good use of expensive library resources and services thereby achieving best value for money. Courses delivered during the year included Endnote, Researchgate and copyright, customising Google Scholar, current awareness and introductory sessions for new staff. The two Introduction to Endnote sessions were particularly well

attended. A new approach was piloted through delivering an informal session in the Fisheries and Aquatics Branch.

Table 14: *Training Sessions*

Training Course	Total attendees	No of sessions
Library overview	55	25
Bite size sessions*	13	9
Endnote	17	9
One-to-one tailored sessions	45	45
TOTAL	**130**	**88**

Previous years totals: 2015/16 – 170 (attendees); 51 (no of sessions);
*Includes sessions on topics noted above

6. Resource Expenditure

Books

A significant number of new books, in both print and electronic format, were added to the AFBI Library during the year with the overall spend almost identical to that of the previous year. The majority of books purchased result from proposals made by AFBI staff reflecting our responsive relationship with users. Library staff are continuing to develop the evidence-based acquisition (EBA) model whereby a selection of titles are agreed for electronic delivery from the publishers and after an agreed trial period the more heavily used items are purchased. New books are promoted via Twitter, email and AFBI Library Online.

Table 15: *Resource Expenditure – Books*

	2016-17 Spend (£)	2015-16 Spend (£)
Books	**11,131**	*11,394*

Journals and Databases

Scholarly journals remain a very significant source of information for scientists in all AFBI disciplines. However, increasing costs and currency fluctuations continue to be challenging. A new procedure for the annual journals review was established in March 2016 to ensure greater accountability and reflect the need to balance areas of AFBI work winding down with those growing in importance. The new approach involved input from all AFBI branches and the submission of a journal business case (see Appendix 3) for each title required including all existing subscriptions. As a result of this exercise, a number of cancellations were made and some new titles purchased. Publishers' price increases and currency exchange rates, however, meant that despite our best efforts the overall journals expenditure went up by about 3%. To offset the impact of cancellations, the inter-library loan service was promoted as a speedy alternative to the purchase of highly expensive subscriptions for lesser-used titles.

Table 16: *Resource Expenditure – Journals*

	2016-17 Spend (£)	2015-16 Spend (£)
Journals/Databases	**227,055**	*221,894*

*Includes £31,000 as a contribution from the QUB funds for Science Direct

Conclusion

The 2016/17 year was marked by the achievement of the majority of objectives outlined in the Strategic Plan 2013-2018 as we enter the final year of the first phase of the ten year contract. Pleasingly, the new approach to the journal review process meant that journal expenditure was kept to a manageable level without undue negative impact on the work of AFBI. This was helped by the effectiveness of the document delivery service and continuing work on ensuring customer service was of the highest standard despite staff changes during the year. A wide range of training sessions were run in a variety of locations in 2016/17 and training continues to be a major activity for library staff as does creating and maintaining a high profile for the Library and its services. To this end work has begun on developing a communications strategy including increased use of social media tools and this work will continue in the year ahead. The final year of Phase 1 of the contract will see projects being concluded or extended to take account of developments and the preparation of a revised Strategic Plan to set the agenda for the AFBI Library for the period 2018-23.

APPENDIX 1

AFBI Library

Income and Expenditure Statement

1 April 2016 to 31 March 2017

Income	2016 – 2017 £
AFBI	254,500
Other	
Total income	

Expenditure	
Day to Day Management	130,992
Consumables	328
Books	11,301
Journals(databases)	31,000
Inter-library Loans	2,215
Binding	1,199
Other*	4,600
Equipment and Maintenance	2,129
OSR Overheads	30,000
Total Expenditure	**213,764**
(Surplus)/Deficit for the period	**40,736**

*Other:

Training/Conferences	2,688
Photocopying & Printing	1,526
Mileage	42
Hospitality	76
Sundries	268
TOTAL	**4,600**

APPENDIX 2

2016 Update on AFBI Library Strategic Plan

Projects

3.1 Procurement and management of resources

3.1.1 Project: review print and electronic subscriptions (Complete)

Milestones	Start date	End date
Update journal database	Annual	Complete 2016
Obtain prices	November 2014	Complete 2016
Populate database with price information	March 2014	Complete 2016
Review journal holdings with AFBI Library Committee	June 2014	Complete 2016
Implement subscription changes	September 2014	Complete 2016
Remaining print subscriptions monitored	Ongoing	Ongoing

3.1.2 Project: explore best value options for databases and e-books (Ongoing)

Milestones	Start date	End date
Investigate available e-book packages and databases	January 2014	Complete 2016
Run pilots of new resources	March 2014	Complete 2016
Record feedback	May 2014	Complete 2016
Negotiate value-for-money licences	June 2014	Complete 2016
Consider EBA options	2016	Complete 2017
All existing subscriptions checked regularly	Ongoing	Ongoing

3.1.3 Project: review binding   (Complete)

Milestones	Start date	End date
Check list of titles being bound	January 2014	Complete 2015
Check if secure access to back issues	February 2014	Complete 2015
Cease binding print copies if available securely in e-format	June 2014	Complete 2015
Bind remaining print with no secure e-access	Ongoing	Ongoing

3.2 Delivery of resources and services

3.2.1 Project: improve AFBI Library Online functionality   (Ongoing)

Milestones	Start date	End date
Review existing content	September 2013	Complete 2015
Update guides	September 2013	Complete 2014
Promote A-Z list, book proposal and ILL forms/SED	January 2014	Complete 2014
Improve visibility through integration with other AFBI websites	January 2014	Complete 2015

Investigate use of mobile technology and social media	2015	Ongoing
Soft launch	January 2014	Complete 2017
Continue to review existing content	Ongoing	Ongoing

3.2.2 Project: improve access to e-resources   (EDS/FTF etc implemented)

Milestones	Start date	End date
Improve methods of authentication via Shibboleth	September 2013	Complete 2014
Implement EBSCO link resolver	July 2013	Complete 2014
Populate EBSCO Knowledgebase	August 2013	Complete 2014
Investigate implementation of a resource discovery tool	April 2014	Complete 2014
Promote use of a range of alerting services	January 2014	Complete 2014
Investigate single sign-on	July 2015	Not viable

3.2.3 Project: review branch libraries stock   (Complete)

Milestones	Start date	End date
Carry out review of stock in Hillsborough and Loughgall	October 2013	Complete 2014
Bring forward proposals	April/May 2014	Complete 2014
Implement ALO hubs where appropriate	September 2014	Complete 2015
Promote new service	March 2015	Complete 2015
Consider provision on other outlier sites such as Omagh	April 2015	Complete 2015

3.3 Service development

3.3.1 Project: review stock management using RFID   (Complete)

Milestones	Start date	End date
Update stock management policy	January 2014	Complete 2014
Investigate potential of DLA & RFID	January 2014	Complete 2014
Set up a timetable for stock checks	January 2014	Complete 2014

3.3.2 Project: implement LMS upgrade   (Complete)

Milestones	Start date	End date
Contribute to USAG discussions on Sierra	January 2014	Complete 2014
Investigate application of Sierra to AFBI procedures	January 2014	Complete 2014
Implement Sierra		Complete 2014
Communicate changes to users	September 2014	Complete 2014

3.3.3 Project: review ILL procedures   (DRMLite implemented)

Milestones	Start date	End date
Review BL procedures	2015	Complete 2015
Consider alternative suppliers (pay-per-view)	2015	Complete 2015
Communicate changes to users	2015	Complete 2015
Monitor impact of open access	2015	Complete 2015
Continue to review ILL procedures	Ongoing	Ongoing

3.3.4 Project: review all notifications   (Complete)

Milestones	Start date	End date
Investigate possibility of improving content and delivery of notifications to AFBI users	August 2014	Complete 2015

3.4 Promotion and marketing of resources and services

3.4.1 Project: investigate potential of new technologies for customer service

(Ongoing)

Milestones	Start date	End date
Set up Library twitter account	2016	2017
Consider communication strategy	2014	2017
Look at potential for mobile devices	2016	2017

3.4.2 Project: raise profile of AFBI Library Service and *AFBI Library Online*

(Complete and ongoing)

Milestones	Start date	End date
Embed ALO training in induction & training programmes	Ongoing	Ongoing
Continue use of AFBI intranet for promoting services and resources	April 2014	Ongoing
Ensure PhD students represented on the library committee	May 2014	Ongoing

3.4.3 Project: carry out impact survey   (Complete)

Milestones	Start date	End date
Design brief survey	September 2016	Complete 2016
Implement survey	October 2016	Complete 2016
Analyse and publicise results of survey with recommendations	November 2016	Complete 2016

3.5 Support and training to exploit resources

3.5.1 Project: prepare training schedule   (Ongoing)

Milestones	Start date	End date
Devise 6 month timetable	October 2013	Ongoing
Set up induction training for new staff	September 2013	Ongoing
Initial Endnote training	August 2013	Ongoing
Roll out basic and advanced Endnote training	October 2013	Ongoing
Provide basic and advanced information skills training	November 2013	Ongoing
Bibliometric/citation analysis/copyright/open access training	2015	Ongoing

3.5.2 Project: promote library advice services   (Complete)

Milestones	Start date	End date
Promote services via website and mailing list	2014	Ongoing
Hold information surgeries on various topics: copyright, licenses, open access, publishing etc	September 2014	Complete 2015
Set up FAQs	March 2015	Complete 2016

3.5.3 Project: update support material   (Complete)

Milestones	Start date	End date
Update AFBI Library guide	September 2013	Complete 2014
Update print guides	September 2013	Complete 2014
Update e-guides	November 2013	Complete 2014
Develop on-line tutorials	2015	Ongoing

3.6 Staff development

3.6.1 Project: staff training programme   (Ongoing)

Milestones	Start date	End date
Establish training needs programme for library staff via appraisal	September 2013	Ongoing
Attend QUB staff updates and pc training courses	September 2013	Ongoing

3.6.2 Project: pursue Customer Service Excellence revalidation (Ongoing)

Milestones	Start date	End date
Contribute to CSE revalidation programme	2016	2017
Lead module on delivery of services	2016	2017

3.7 Service monitoring

3.7.1 Project: provide annual data on resource and services use (Ongoing)

Milestones	Start date	End date
Review content and gathering of statistical information	August 2013	Complete 2014
Decide on a set of metrics	2013	Complete 2014
Promote use of Create Lists and set searches	Ongoing	Complete 2015
Provide training to all library staff	Ongoing	Complete 2015
Hold regular meeting of the Contract Monitoring Group and the Library Committee	Ongoing	Ongoing

3.8 Optimisation of library environment

3.8.1 Project: keep facilities under review in light of AFBI future plans   (Ongoing)

Milestones	Start date	End date
Prepare options appraisal in event of move from Newforge to assess alternative sites and QUB Library	Ongoing	Ongoing
Prepare outline brief for library spaces	January 2014	Complete 2015
Prepare final brief once relocation confirmed	Ongoing	Ongoing
Review existing facilities at Hillsborough and Loughgall	January 2014	Complete 2015
Review library space at Stormont in the light of possible new facility	2014	Complete 2015
Consider improving layout, furniture & signage on all sites	2014	Complete 2015
Extend provision of power sockets on all sites	2014	Not viable
Investigate possibility of wireless access on main sites	2015	Ongoing
Consider implementation of ALO hubs	2014/15	Complete 2016 (Hillsborough)

3.9 Risk management

3.9.1 Project: revise the Risk Register   (Complete. Monthly updates ongoing)

Milestones	Start date	End date
Revise and monitor Risk Register	January 2014	Complete 2014
Include access issues, price increases, activity and relocation	Ongoing	Complete 2014
Keep risk register under review and check on a quarterly basis	Ongoing	Ongoing

APPENDIX 3

Journal Business Case Form

AFBI LIBRARY
Journals Request Business Case Form

This pro forma should be completed to support Journal purchases for the Library. One form should be completed for EACH Journal. New titles can also be proposed.

Branch managers are responsible for final submissions across their areas of work.

Journal Title:

Select the appropriate priority rating of the Journal:

		Tick
1	Critical – essential to the delivery of the work	
2		
3		
4		
5	Desirable	

i) Name of AFBI Division and Branch:	
ii) Journal Title	
iv) Annual Cost *(Estimate 6% annual increase)*	
v) Project Lead	
vii) Other users who support this case	
viii) Reviewed by:	Date:

1. Justification of need

Provide information on the need for the Journal. This should contain some information on, for example, frequency of use, the importance and potential future of the work area. Please take into account that for low usage titles, inter-library loans or pay-for-view may be more cost effective. Consult as many named individuals as possible who would use this journal in aggregating this response.

2. Risk if not purchased

What would the impact be on AFBI's delivery of its science programmes if this Journal were not purchased

Branch Head: _____

Date: _____

Once completed please send a copy to the AFBI Library (agriclib@qub.ac.uk) and the chair of the Library Committee (jim.mcadam@afbini.gov.uk).