

James Hardiman Library, National University of Ireland, Galway

Extract from the Librarian's Report 2002/2003

Highlights of the Year

Last year, a number of key strategies were identified by the Library Senior Management Team, and it is good to report progress on many of these, which include:

- A major survey of researchers attracting over 500 responses (25% response rate) – work is now in hand on addressing key issues identified in findings
- The completion of a comprehensive Collection Management Policy
- A major enhancement of services and facilities to users with special needs
- Greater focus on liaison with faculty and students
- An enhanced Orientation programme
- Expansion of information skills programmes
- The purchase of a software linking package - SFX – already in use by many major research libraries in the US but new to Ireland
- Work on Appraisal training, which involved a large number of staff as both appraisers and appraisees in advance of piloting the scheme in the academic year 03/04.
- Work with CELT in identifying ways in which the Library could contribute to e-learning initiatives within the university
- Collaboration with Computer Services on management of PC suites and printing within the Library

The Hybrid Library – The James Hardiman Library is very much in this mode now with substantial investment in electronic material as noted elsewhere in this report. Managing access to these expensive and extensive resources has resulted in the acquisition of SFX – a contextual linking software package to make all of this easier for Library users. We are also involved in a number of digitisation projects – highlighted under our section on Archives, and of particular importance is a major study on the value and use of electronic books in libraries. Galway is playing a leading role in this with the Deputy Librarian chairing a national working group and co-ordinating the pilot project.

Matters financial - Despite the general cutbacks in budgets in the University, the Library received a very welcome increase of 12% on the previous year's budget. As a result, we were able to continue to develop collections and in particular the range of full-text electronic resources. Journals with their spiralling prices continue to absorb the

lion's share of generous budget increases, and we are now spending over a million euro a year on subscriptions – or 63% of the annual materials budget. Interesting though to note the trend in terms of electronic full-text – 42% of all our subscription expenditure is now on e-access. However, this would seem to be in line with user expectations as expressed in the recent survey of researchers.

Major acquisitions - The “jewel in the crown” in terms of acquisitions this year was the agreement by the renowned Irish novelist John McGahern to deposit his literary archive with NUI, Galway – a wonderful acknowledgement of the close relationship for many years between John McGahern and the University and a superb resource for researchers. John McGahern has had many universities vie for his archive, but that he should choose NUI, Galway is testimony to his long connections with the University and his desire to see the material remain in Ireland. Another major research acquisition is the *Times Digital Archive* offering 200 years of full-text of the *Times of London*, the purchase facilitated through generous financial support from the Arts Faculty. Law students will benefit from a collection of UN Human Rights documents on microfiche – and there were many other important acquisitions all detailed elsewhere in the report.

Communications is an issue on which we can never be complacent. Cross-departmental working groups have worked well in ensuring better information flows and senior staff have reviewed and adapted their meetings strategies and schedules to maximise the time and efforts of all involved. In all of this, the library Intranet plays a central role. However, communicating the Library message outside of the Library is equally important. Findings from our research survey indicate a lack of awareness of many of our services, and improvement in this area is a priority for the coming year with a major emphasis on marketing and promotion, including website and other publications.

Environment – Again a positive report this year with major work completed during the summer of 2003 on heating and ventilation. The foyer received a very welcome revamp in the process – new carpets, relocation of offices, re-organisation of the information desk and most importantly a major expansion to the area devoted to users with disabilities and special needs. It is not an exaggeration to say that NUI, Galway now has the best Adaptive Technology Centre for Library users of any university in the country, and in the provision of supportive services here, we would like to acknowledge the excellent collaboration between the Library, Disability Office and Computer Services.

Space - We still have major deficits in space for users although we are very pleased with the continued expansion of PC workspaces within the Library – a new suite was installed on Floor 1, and additional PCs were added to the newly re-organised Information space at Podium level. Unfortunately less progress to report on storage space while the urgency of replacing the Nursing Library consumed a lot of energy with the impending closure of the existing library on the hospital site.

Special Events – The major event this year was the commemorative exhibition to mark the 75th anniversary of Tabhdhearc na Gaillimhe which opened in July of 2003. We were

also very pleased to host the National Photographic Archive exhibition of Clonbrock photographs, which went on display in the University Art Gallery. The Library also hosted a CONUL meeting in February of 2003, and on a less formal note students enjoyed a very impromptu concert by our resident string quartet *ConTempo* in the Library as an antidote to exam pressures.

Contribution of Staff - All staff contributed to progress, but much praise must go to the Deputy Librarian who co-ordinated and inspired many of the projects and also to the Senior Management Team who are tireless and united in their efforts to enhance the quality and range of services offered to Library users. Much of the work continues to be done through cross-faculty teams and here again I would like to acknowledge the work of library staff at every level, who never fail to surprise in terms of their ideas and enthusiasm. Mention must also be made of the work of Library staff at national level (and also in the UK) and in particular to the contributions made by the Deputy Librarian and the sub-librarians to major policies and projects – all the more praiseworthy given their commitments at university and library level. My thanks also to the staff in the Librarian's Office – only two in number but unstinting in their support of all aspects of administration throughout the Library. To this team of two, can be attributed the success of the many social and cultural events in the Library throughout the year.

Finally, thanks must go to all members of Library Committee and the various sub-groups of Library Committee and in particular, to the Registrar as Chairman, for their time, expertise and ongoing support to the Library.

Librarian's activities

As always, achieving a balance between the external and internal commitments which are part of the job, is not unique to the Librarian. However, university librarians being such a small community find themselves wearing many hats in terms of representation on external committees and boards. As noted last year, the major focus of the Committee of CHIU Librarians continues to be on collaborative acquisitions. This year the project to broker a national electronic library for researchers in the areas of biotechnology and information and communications technology was further progressed through the sponsorship of Science Foundation Ireland, and all librarians shared the work involved in identifying potential databases and journal titles.

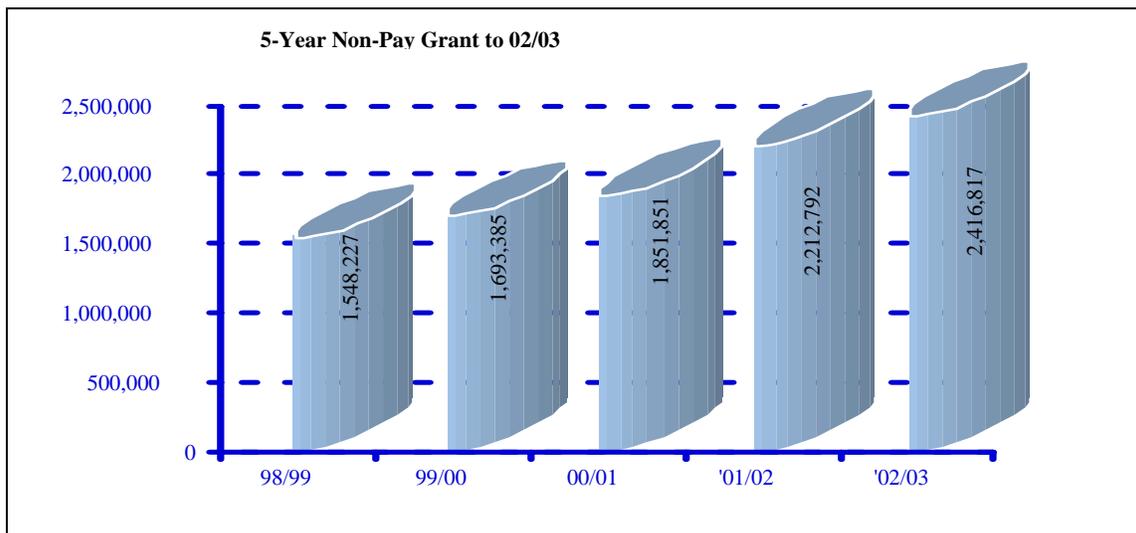
Scholarly publishing and spiralling journals costs continue to be a huge issue – but the efforts to encourage authors to deposit in open / free archives is bearing fruit, with SPARC (Scholarly Publishing and Academic Resources Coalition) doing pioneering work in the area. The Library was also very pleased to host a SPARC seminar in February 2003. Related is the need to encourage institutions to afford access to and thus share intellectual and creative capital through the creation of institutional repositories. Here, the library is keeping abreast of developments through the participation of the Deputy Librarian (by invitation) on the LEADIRS programme (Learning about Digital Institutional Repositories Seminars), which is a joint programme between Cambridge University Library and MIT (Massachusetts Institute of Technology).

Collaboration on affording mutual access to libraries and collections was also enhanced with NUI, Galway this year joining SRX - a new scheme for researchers initiated by SCONUL (Standing Consortium of National and University Librarians) – this is a most attractive scheme in that it offers not only access, but also borrowing rights to all researchers in universities in Ireland and the UK. Almost all CONUL (Consortium of National and University Libraries) member libraries participate in the scheme, with Trinity College Dublin and University College Dublin still considering membership. The Librarian continues to represent CONUL on the HEAnet Board and is also a member of the SCONUL (UK) Executive Board. As a nominee of SCONUL to the planning group of the annual conference in Belfast, the Librarian took full advantage of the University’s videoconferencing facilities to attend meetings albeit “virtually”.

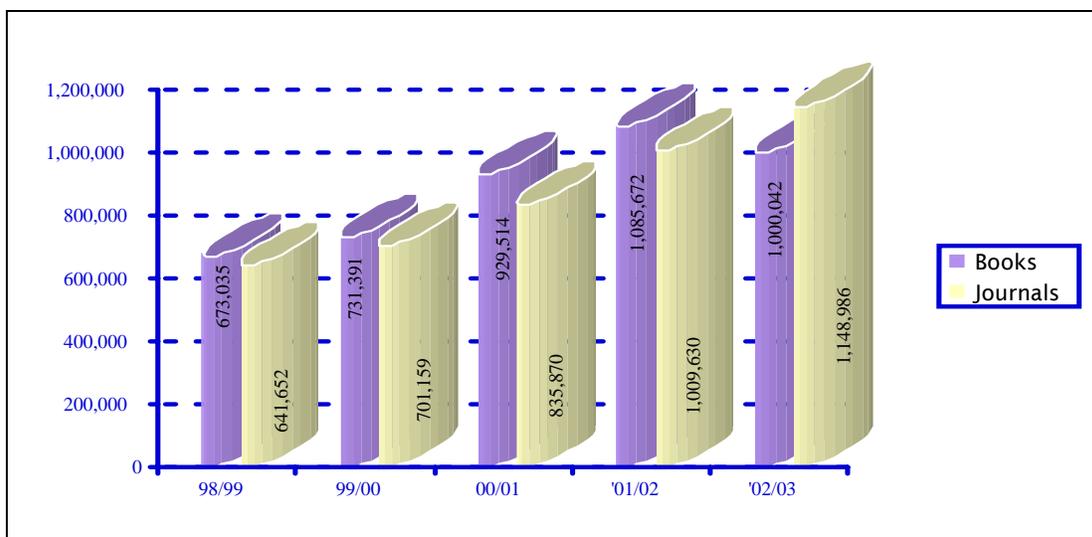
Although there is much mention throughout the report of increasing access to electronic material, the Librarian is very conscious of the need to promote archival holdings and thus encourage deposit of material of interest to the University and in particular to researchers. Mention has already been made of the McGahern literary archive, but very promising discussions have also taken place with the Diocesan Church Council in respect of the Henry Library and also with the Officers of the Galway County Club in respect of their archives.

Library Finances

This year the overall grant to the Library from the University was €5,070,103, an increase of €557,020 or 12.3% on 2001/2002 (€4,513,083) - particularly welcome in what was a very tough budgetary year for the University. The pay budget amounted to €2,653,286 with the budget for books, journals and operations being €2,416,817. (€2,212,792 in 01/02 – an increase of 9%). Faculties, particularly the Arts Faculty continue to make generous additional contributions in support of special collections purchases.



Books, Journals and other Non-Pay: Of the total Library non-pay allocation, €1,835,000 was allocated for the purchase of books and journals, with an additional €25,000 allocated to the Nursing Library – total recurrent budget thus, €1,860,000. Actual expenditure on **journals and subscriptions** amounted to €1,169,803, of which 42% was spent on electronic subscriptions. Spending on journals continues to increase and now stands at 63% of current budget allocations (excluding the additional funding from departments). From recurrent funding, €90,197 was available for the purchase of books and other non-print materials, but with some generous additional funding from departmental and faculty funds, the total books and non print budget was €79,225 – just slightly down on the previous year.



Inter Library Loans: The budget (net) was €70,000 for the Main and Medical Libraries (€7,138 in 01/02) – an increase on the previous year, and adequate for demand.

Operations: €325,983 (net of income and excluding Inter Library Loans) was spent on Main Library operations & services including binding and preservation costs, with once again, income from fines and photocopying subsidising operations to a large extent. Some allocated funds were not spent within the year and were carried forward to the next financial year.

Special Research Fund this year amounted to €24,900 all of which, together with the amount of €19,134 carried forward from the previous year was disbursed in response to fourteen bids.

Library Staffing

Recruitment and other staff changes Monica Crump joined the Library in December as the new Collection Management Librarian, replacing Hugo Kelly who is now the Law Librarian. Michelle Latimer also joined as Secretarial Assistant in the Librarian's Office.

Training & Development: Collaboration with other university departments was key in terms of delivering a range of training and development initiatives. Support from the Human Resources (HR) department enabled the hosting of a course on customer care, delivered by Irish Times Training and attended by many front-line staff. Also of value to a range of staff was a half-day course on e-mail etiquette. The HR department was also very supportive in organising a range of other courses of benefit to library staff at all grades. Another notable collaboration was with Oifig na Gaeilge Labhartha. This realised a weekend Irish language course and a programme of lunchtime classes in the Library. Uptake was enthusiastic and has resulted in an enhanced standard of spoken Irish, notably at public service points. The Safety Office also provided manual handling training in the Library.

A strong growth area was the hosting of seminars organised by Library staff and presented by external speakers. Such events increased depth of understanding and broadened horizons for many staff and proved highly effective in overcoming the geographic barriers which complicate travel to other venues. Topics included searching the Web, project management, the SPARC scholarly publishing initiative, the Resource Discovery Network and a range of specific electronic resources including *British Standards Online*, *Early English Books Online* and *Safari*. The first two topics represented events hosted as part of the Library's membership of ANLTC (Academic and National Library Training Co-operative). Fifteen staff attended a varied programme of ANLTC courses during the year. The Library was well represented at national events such as INULS, IUISC and LIR. A self-sufficient approach to training was also very much in evidence, with a particularly strong programme of events organised by the Library's Special Collections and Archives staff.

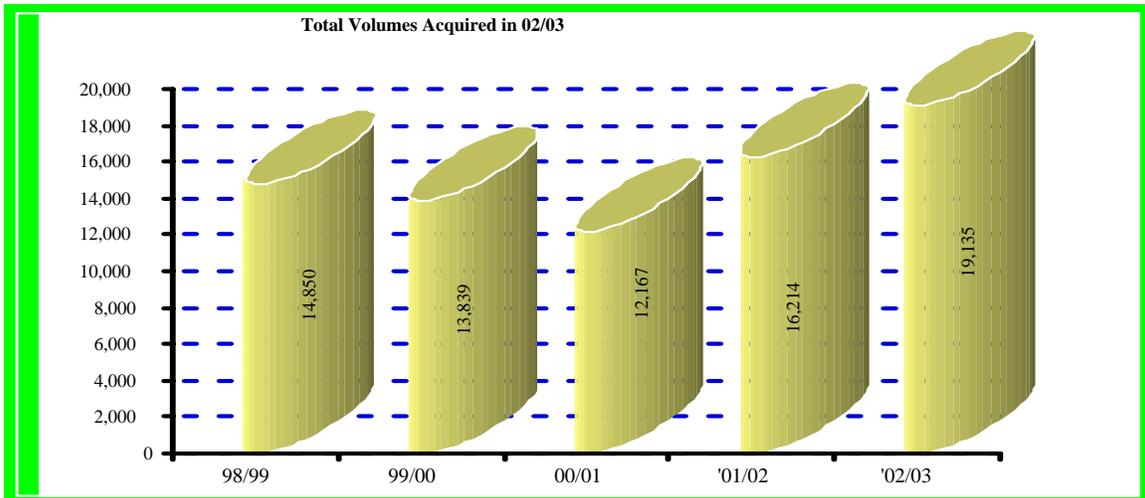
The pilot appraisal scheme has already been mentioned, with fifty staff receiving training as appraisers or appraisees, in advance of the rollout of appraisal in late 2003. A significant benefit should be the systematic identification of training needs throughout all Library departments. An experimental mentoring scheme, designed to provide informal support for new members of staff, also commenced.

Bibliographic Services Division

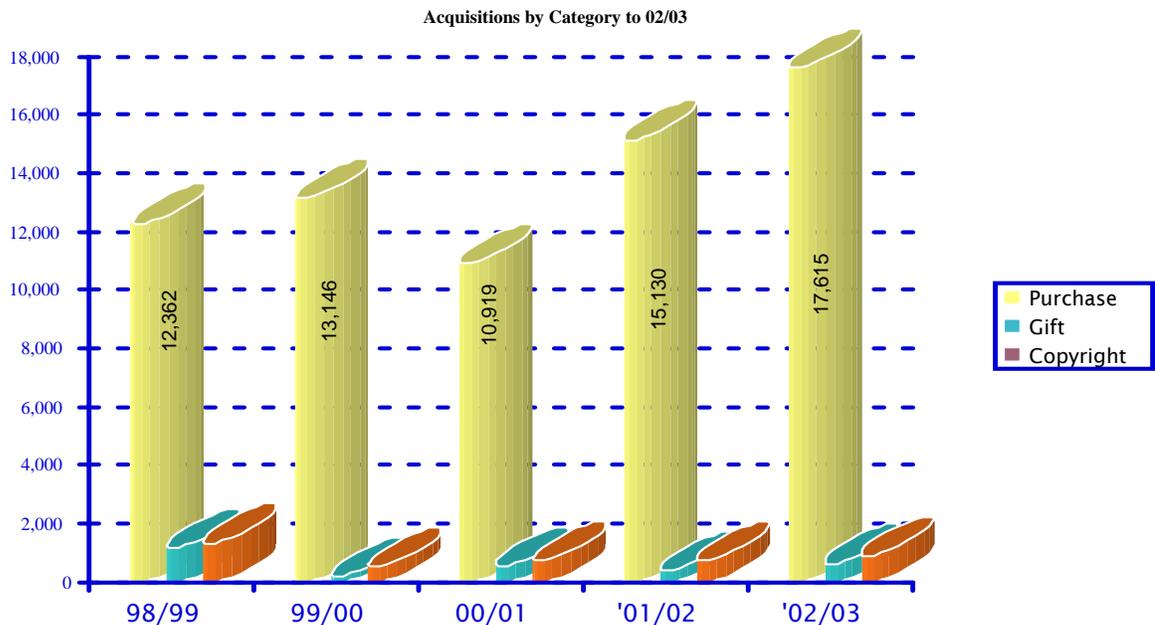
Collections and acquisitions

19,135 volumes were acquired during the year. This represents an increase of 18% on the number of volumes acquired in 2001/2002 and reflects the 8% increase in the recurrent books and journals budget. The Library also benefited from transfers of research funds to the library particularly in the areas of Marine Law, Human Settlement & Human

Change and Experimental Physics and departments were also generous in funding significant purchases, the most notable being the purchase of the Times Digital Archive 1785-1985.



Of the material acquired, 17,615 volumes were purchased, 638 were received as gifts, and 882 were received through legal deposit.



Eleven new databases and over 70 new journal titles were added to the library's subscriptions during the year – there were also cancellations, but between subscriptions, copyright and gift titles, we have approximately 2,069 printed titles.

However, because many of our database subscriptions include full-text journals, and with the increasing availability of journal titles electronically as part of a print subscription, the number of full-text journal titles available electronically to Library's users is now 8,205. Interesting to note also that the Library now spends approximately 42% of its journals budget on electronic subscriptions.

Binding Services

Binding activity continues in-house, with 1,305 volumes bound and 1,157 repaired during 2002/2003, an increase of 30% and 25% respectively over the previous year – all praise to the Bindery Technician who is the solo star operator in this area. In addition, 913 volumes were bound or conserved externally.

Inter-Library Loans Service

The Inter-Library Loans service saw a number of significant changes during 2002/2003, the most visible of these being a change of location. An Inter-Library Loans desk is now situated in the foyer of the Library with administrative support from Bibliographic Services.

Although the new facility for ordering ILLs online has been promoted during the year, the take-up has not been as high as was expected. This service will be more widely promoted in the future and it is hoped that take-up will increase as it undoubtedly represents a service improvement for users.

In response to a significant price increase imposed by the British Library, the Library's major supplier, during 01/02, a pricing agreement was reached between Irish University Libraries for Inter-Library Lending early in 02/03. As a result of this, Irish Libraries now represent better value for money than the British Library and as much as possible where material is available nationally, documents are sourced within Ireland.

Inter-Library Loans – Volume of Business 2002/2003 (All Libraries)

2002/2003 saw a significant drop in the volume of business, with requests down 22% on the previous year. Similar drops in demand have been seen in other Irish University Libraries during this year. This may be partly due to the price increases and departments exercising more caution, but the increased availability of full-text journals must be a major contributory factor. Again, in response to our survey, we need to promote the service more directly to postgraduate students and staff to ensure that the drop in demand is for positive reasons of demand being met elsewhere rather than a lack of awareness of the service.

Statistics are available separately for all three libraries, but in summary:

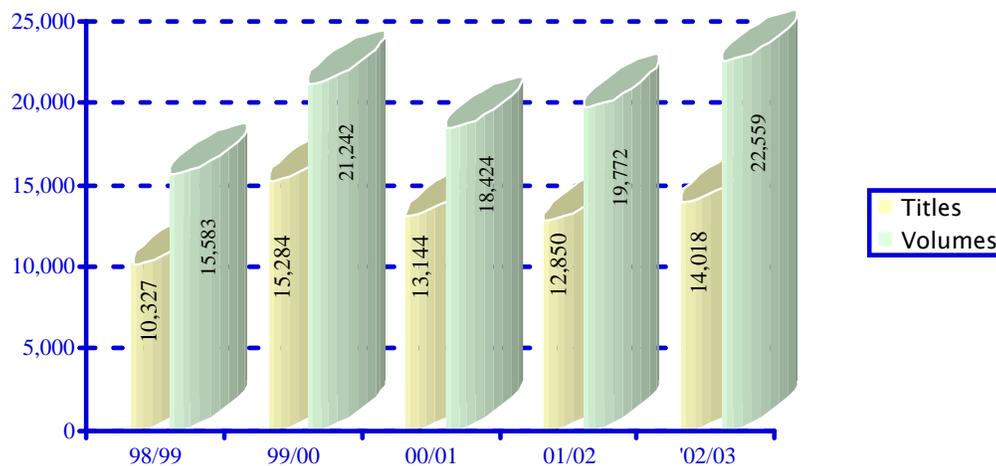
Inter Library Loans Business for 02/03

	2001-2002	2002-2003	% Change
Number of Items Requested by NUI, Galway	10,627	8620	-19%
Number of Items Received by NUI, Galway	9,842	7,735	-21%
Number of Items Supplied by NUI, Galway	2,078	1,862	-10%
% Supplied by Irish Libraries	31%	28%	

Cataloguing

14,018 new titles were fully catalogued this year and 22,559 volumes were processed; this represents an increase of 9% over the previous year. The cataloguing of the Stewart and Fanning Collections was completed and work continued on the Déon collection. As the library is part of a national Electronic Books evaluation project, staff are involved in the cataloguing and maintenance of e-book records. Ongoing work in relation to the Serials Cataloguing Project continues, ensuring that all resources available to the library are accessible via the OPAC. Over five thousand electronic journals and databases are now accessible via the OPAC as well as 52 electronic books.

02/03 Titles Catalogued / Volumes Processed



Notable Acquisitions and Bequests

The major acquisition this year and a source of great pride for the University was that of the literary Archive of the renowned Irish novelist John McGahern. The agreement to locate the archive which consists of all manuscripts (including an unpublished novel) and correspondence at NUI, Galway was confirmed in August, with the formal handover to take place in October. Another first for an Irish university library was the acquisition of the Times Digital Archive – 200 years of the Times - fully searchable from any networked device on campus (and off-campus for registered library users). The Library is particularly indebted to the Arts Faculty for funding this superb research resource. The Irish Life and Lore collection on CD is another quality resource for humanities researchers, while British Standards Online is also very heavily used.

With the financial support of Human Rights, a major collection of UN Human Rights documents on microfiche covering the years 1946-1994 was another excellent acquisition. This year also, the Library became a member of BioMed Central – a service to provide free access to peer-reviewed biomedical research.

Reader Services Division

The Reader Services Division played an active role in the direct improvement of Library services to users during the Academic Year 2002/2003, in addition to enthusiastically participating in a number of cross-divisional developments. The Sub-Librarian was most actively involved in co-ordinating the environmental improvements noted elsewhere and ensuring that services continued while work was in progress. In addition, Reader Services coordinated a major reconfiguration project at Podium level which resulted in an enlarged area for the provision of the Assistive Technology Service, a dedicated Microform Services area and a revamped computer suite. In terms of service development we are delighted to report the participation by Circulation Desk staff in an Irish language Support Pilot Programme organised by Oifig na Gaeilge Labhartha. Staff attended twice weekly classes on site, in addition to attending two weekend courses in Áras Mháirtín Uí Chadhain and are now proficient in offering a bilingual service.

At a cross-divisional level three members of the Reader Services division made a major contribution to the Library Research Survey. The Sub-Librarian, Reader Services, chaired a library wide Work/Life Balance Committee which considered the various initiatives and schemes which staff would be interested in progressing within the Library. Final findings indicated a wish to see issues of Term Time Working, Flexi time, Gradual Retirement and Compressed Hours addressed as a means towards supporting a better Work/Life balance. Finally, a major weeding project was undertaken during summer 2003 concentrating on multiple copies and multiple editions and taking account of usage in efforts to free up space on over-crowded library shelves. Following much consultation with faculty, 2,400 items were discarded, highlighting once again the urgent need for an alternative purpose built storage facility.

Circulation Services and Statistics

Circulation Activity at each of the Library's three sites continues to increase, with overall figures showing a growth of 14%. At the Main Library, services were augmented by the introduction of a Self Issue service and it was gratifying to see the steady increase in the number of students using this new service.

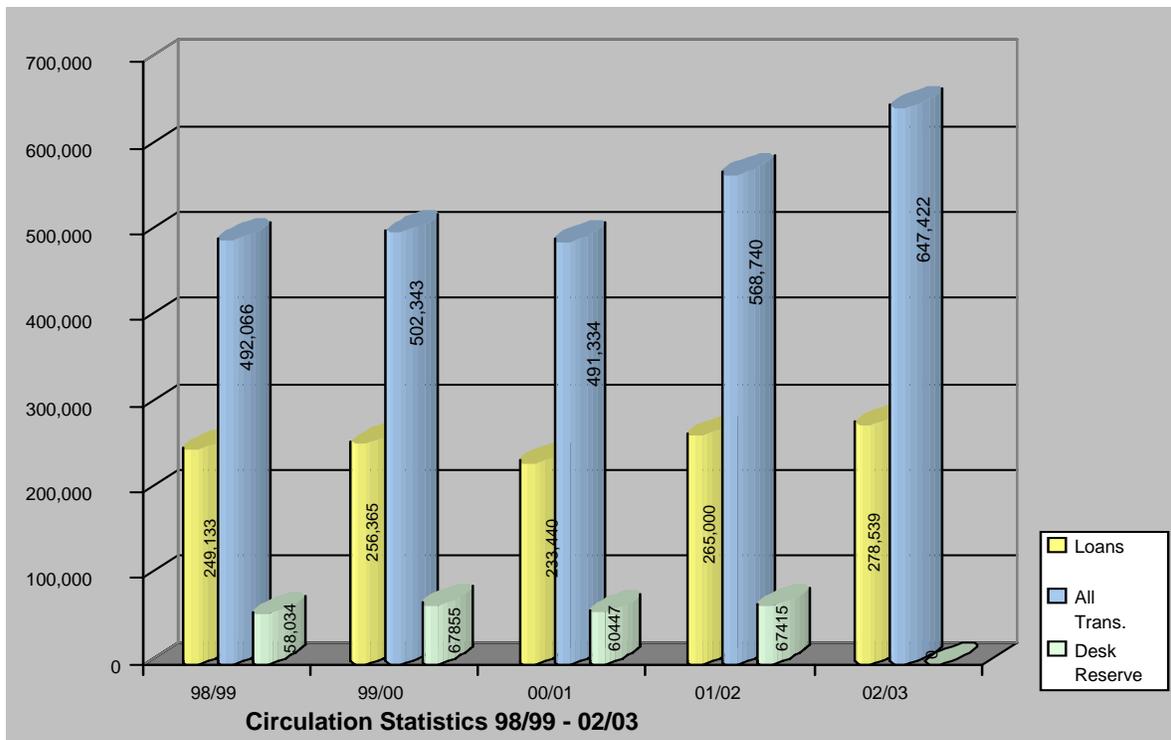
Circulation Statistics – in summary

Loans were up 5% at 278,539 (265,000 in 01/02)

All Transactions up 14% at 647,422 (568,740 in 01/02)

Reservations a slight increase of 1% from 10,060 in 01/02 to 10,157 this year.

As highlighted in the following graph, over a five-year period circulation transactions have increased by an impressive 32%.



Assistive Technology Service

During the Academic Year 2002/2003 thanks to funding from the Registrar’s Office, a new purpose built Assistive Technology Service area, comprising three sound proof booths along with a dedicated study area and IT work stations, was commissioned. Additional PCs and a range of other support equipment was purchased for use by students availing of the service. Thanks to the work of dedicated staff in the area, the service now ranks among the best in the country. The services availed of in the Academic Year under review varied from the scanning and editing of course books, to the location of audiotapes, and the photocopying and enlarging of text onto coloured paper, internet searching, retrieving material from the shelves, and instructing students in the use of the various software packages available. At University level, all staff with responsibility for Services to Users with special needs made special contribution to the work of the Disability Liaison Committee.

Photocopying Services.

Photocopying showed an increase of 14% in 02/03 with 2,501,655 copies made by comparison with 2,185,777 in 01/02.

Library Archives Service

Throughout the Academic Year 2002/2003 the Library Archivist worked on the accessioning and box listing of archival material procured, which included the papers of Dr Labhrás Ó Nualláin, Dr. Tom O’Connor, and Dr. James Murray, material received from the Foundation Office and the Office of the Vice-President for External Affairs, the

Minute Books of the Galway County Club and the additional Lyric Theatre and Galway Arts Festival collections. The main processing work related to the *Taibhdhearc na Gaillimhe* collection, and access to the collection is greatly enhanced through the 700 page descriptive list. Work also commenced on a number of projects, including the digitization of a number of Irish language manuscripts as part of the *Irish Script on Screen* project (in association with the Dublin Institute for Advanced Studies, the Royal Irish Academy and *Roinn na Gaeilge*), the *Ritchie-Pickow Digitization Project* (with financial assistance from the Heritage Council of Ireland) and the Digitization of Weather Data from NUI, Galway (in association with Dr. Kieran Hickey of the Department of Geography). Through these projects it is hoped to provide worldwide access to some of our archival holdings.

Library Special Collections

The Special Collections librarian worked throughout the year to meet the research needs of academic staff, students and visiting researchers. This involved answering queries on a wide and diverse range of topics in addition to presenting training sessions to both Library Staff and students, along with targeted training for groups such as the Centre for Human Settlement and Historical Change. A major project was undertaken during the year under review to identify and purchase outstanding material that had been identified but not procured some years ago under the Irish Studies Project.

Acquisitions of interest this year included a set of publications of the Hakluyt society on the History of Exploration, and the Irish Life and Lore Collection consisting of 120 audio CDs containing interview relating to the history, archaeology, folklore and folk life of counties Clare, Limerick and Kerry. In addition the Library purchased the *Tuam Herald* on microfilm for the period 1837-1970, Moll's 18th century Map of Connacht and a collection of early 20th century postcards relating to County Galway.

Exhibitions and events:

Once again, both Special Collections and Archives combined to raise the awareness of our collections through a series of exhibitions and events. The highlight of the year under review was undoubtedly the Taibhdhearc 75th Anniversary Exhibition, which was officially opened in July by the Chair of Taibhdhearc na Gaillimhe, Dr. Gearóid Denvir. In addition to the exhibition, the Library published a descriptive catalogue of the collection, a play list of productions staged in the Taibhdhearc from 1928-2003, plus thirty-two exhibition boards with a view to exhibiting in other venues. The exhibition was warmly received and enjoyed a steady stream of visitors during the summer months. The exhibition then transferred to An Taibhdhearc to commemorate the anniversary there.

Also of major interest was the photographic exhibition of the Clonbrock estate which opened in March of 2003 - a collaborative effort between NUI, Galway and the National Photographic Archive. Other exhibitions and displays commemorated World Book Day and the Comhdháil Litríochta weekend and finally, the Library was delighted to host the launch of Volume 1 of the Daily Weather Data Project undertaken by Dr. Kieran Hickey in the Geography Dept in September 2003.

Information Services Division

Training and promotion: As indicated in last year's report, the major focus of the Information Services Division was liaison with staff and students to ensure maximum awareness of Library resources, and then the provision of a range of promotion and training opportunities to ensure that these were well understood and used.

During the year under review, these included:

- A series of presentations on *Early English Books Online* - a digital library of over 125,000 individual titles listed in Pollard and Redgrave's Short Title catalogue (1475-1640), Wing's Short-Title catalogue (1641 – 1700) and the Thomason Tracts (1640 – 1661). Presentations on EEBO were also made to both the Library User Group and to Library Committee
- Presentations on the new subscription to *British Standards Online* with full-text access to over 30 of 54 modules
- Promotion of *Biomed Central* which is an independent publishing house committed to providing immediate free access to peer-reviewed biomedical research - NUI, Galway was the first Library in Ireland to provide access to this resource
- A very successful *Library Seminar* for project leaders and research staff associated with the *Centre for the Study of Human Settlement and Historical Change*
- A seminar on using relevant electronic resources for University Administrators.
- Production of a *Guide to Literature Searching* available in print and electronically

Information Staff also contributed to a number of library wide initiatives, which included:

- Evaluation of e-books
- Focus Groups on researcher's preferences and priorities as part of the major Library Research Support Survey
- Development of Reference collections
- Collection management policy and implementation

Orientation and Outreach: Again, Information Services staff participated in the Library's orientation programme, and also co-ordinated a week of training for International Students. Trish Finnan also provided an excellent Saturday morning welcome and introduction to students on the Atlantic University Alliance's Masters in Technology Management (Distance learning Course).

Support to research – as reported last year, this continues to grow, with the Head of Information Services and staff engaging with as many research centres as possible to ascertain research information needs and tailor services accordingly.

Library User Group: All information staff contribute to the User Group – designed to facilitate an exchange of information on new services and resources within the Library while at the same time hearing the concerns of Library users.

Events: An Information week was organized by the Information Librarians in early October, offering a staffed Information Point throughout with talks provided on Archives and Special Needs services and on the *Invisible Web*.

Re-organisation of Service Points: Summer of 2003 saw a major re-organisation of the Foyer area with a total re-design of the major information service point giving greater visibility in a much more suitable location. A new Computer Suite is available adjacent to the Information Desk. Microfilm readers and reels have been moved a short distance within the newly configured Information Centre and the Video collection was relocated to Floor 1.

Many key Information Products were acquired during the year – detailed above under “Notable Acquisitions and Bequests”.

Medical Library

From the beginning of the academic year, the Medical Library was intensively used, with the Medical librarian heavily involved in lectures and hands-on training to groups, classes and on an individual basis. It is good to note the importance placed by the Faculty of Medicine and Health Sciences on integrating library and information use into the curriculum – the input by the Librarian into the Evidence Based Medicine module of the General Practice course being just one such example. Other significant users of the Library this year were the Nursing students.

Reviews and visits to the Medical School and the Medical Library by accrediting bodies are now well established – this year the Library received six such visiting groups - all of whom seemed well pleased with the quality of service and range of resource available.

On a less formal basis, the Medical Librarian welcomed a visiting delegation of Malaysian politicians led by the Malaysian Minister for Enterprise and Development in January of 2003, and later in the year, the Malaysian Ambassador for Ireland also visited. Following the LAI / CILIP conference held in Galway in May, the Librarian also welcomed the Director of Library Services, University of Botswana and President-Elect of IFLA to meet with medical students from Botswana, following a tour of the Medical Library.

Internally, twelve departments within the Faculty were reviewed under the University’s Quality Review programme and which involved all library staff in preparation of documentation and for the subsequent visits by review teams – again with much favourable feedback on services, but predictably, less so on space. Work was also involved in preparing for the new programmes in Occupational Therapy and also Speech and Language Therapy.

The physical environment as always does not get such favourable comment and we struggled with lack of seating, overcrowding, lack of space for stock and the perennial rainwater leakage through the roof. However, on the positive side, we are delighted to report the upgrading of the self-teaching area with the installation of 8 new PCs to include flat screens and a central print system, new workstations and an upgraded air conditioning system, and additionally new PCs for administrative use.

The Medical Library's contribution to the Health Sciences inter-lending scheme is now under close review given the trend in figures presented by the Librarian (Medical Library) showing a 100% increase in items supplied in the ten-year period 1992-1993 to 2002-2003. In efforts to cut down on some of the burden placed on the Library, requests are now restricted to actual holdings within the Library as opposed to total holdings as an initial effort to address the imbalance.

Finally, to note that the Medical Librarian with the Deputy Librarian, the Librarian and the Head of Information Services commenced work on a strategic review of Medical Library Services, emphasising the ongoing commitment to quality of service for users and staff of the Library.

Nursing Library

Statistics will show that the activities in the Nursing Library have again increased during the past year. Students now number approximately 800, with almost half of these being mature students returning to study following years in the workforce. The information services area of the Nursing Library has been very busy. Once again with the collaboration of teaching staff, all classes both at undergraduate and higher diploma levels were timetabled for Orientation and training sessions. The training sessions had of necessity to take place in the JHL training room, with attendance well over 80%. The subsequent intensive use of all materials both print and electronic within the Library reflected this attendance. All library staff devote considerable time to helping students on a one-to-one basis – in particular the mature students. Remote Access has proved to be of immense benefit for all those students who live and work in outlying areas, and has been very heavily used.

Liaison with the Centre for Nursing Studies continues to be excellent, facilitating the early provision of all resources in timely fashion for the beginning of the Academic Year. Funding has been generous and facilitated considerable collection enhancement.

Space once again has been the main problem with severe overcrowding due to lack of study spaces, and we look forward very much to the move to a new Library in Sept 2004 where with more facilities we can offer an even better service to all our students.

The Nursing Library service enjoys consistent praise from both staff and students and once again, I have to praise library staff for their professional support and enthusiasm despite the very difficult physical conditions under which they continue to labour, but we are hopefully nearing a solution with discussions on new premises well in hand.

Library Systems Division

Aleph Library Management System Developments - The Aleph library management system, originally installed in summer 2000, saw its third upgrade, (to version 15.2) since installation. Among the many behind the scenes changes and improvements in this version of the system was a new graphical user interface for library staff, a new patron loader for adding student records, a redesigned online catalogue and a new XML based printing architecture. The latter printing architecture subsequently allowed library staff develop novel approaches to keeping users informed of the status of books on loan, replacing paper with attractively formatted e-mail notifications (usually including an image of the book cover).

New Computer Suites

A substantial increase (32) in PC provision was provided via two new Computer Services managed computer suites – one occupying the Library Infomedia Room and the other on Floor 1 of the James Hardiman Library. These suites were provided with state-of-the-art workstations, including flat-screen monitors, and build-in DVD video. High quality custom-built desks and ergonomic seating was also provided.

Other developments

- The library acquired and commissioned a new Self-Issue machine for library patrons.
- Capacity on the Wireless network within the library was increased with the installation of 2 new base stations.
- A new server for the future delivery of MetaLib and SFX was commissioned.
- The ILLOS II interlibrary loan system went live.
- The Library staff PC network was updated to Windows 2000.

Environment

In ongoing efforts to address our environmental concerns a major project took place over the summer of 2003 to address heating and ventilating issues and we are confident that these will finally resolve the problems experienced. We were also delighted with the refurbishment of the Library Foyer, which included re-carpeting of the entire area; replacement of the older lift and a major expansion and enhancement of the Adaptive Technology area. Offices were re-located and the main information point also moved to a much more visible area. For all of this our thanks to Buildings Office for excellent co-operation throughout.

Health & Safety

The Health & Safety working group within the Library continued to monitor safety and environmental issues. Safety statements have been updated, as have evacuation procedures. The Working Group was active in encouraging participation in health and

safety training and providing support to the Health & Safety Officer in events and campaigns on campus.

Social / Cultural Events

Exhibition openings have already been highlighted under the sections on Special Collections and Archives. The Library also hosted many meetings of national committees and working groups in which Library staff are involved. Mention should also be made of the great efforts by the Library Social Committee who organised many sporting and cultural events throughout the year.

As always, we acknowledge the co-operation of the Buildings Office in Library events and also the co-operation of the Press and Information Officer - Maire Mhic Uidhir and her office – for support and publicity.

Library Newsletter

Nuachtlitir na Leabharlainne – issues 17 and 18 were published this year with contributions from Library staff and faculty – special thanks to the editors – John Cox, and Hugo Kelly, and to John Costello for the illustrations.

Publications / External Papers Presented

Marie Boran

Ordnance Survey Letters from East Mayo: the topographical notes of John O'Donovan and Thomas O'Connor, 1839 - paper presented to the Swinford and District Historical Society, August 2003.

Timothy Collins

Decoding The Landscape: contributions towards a synthesis of thinking in Irish studies on the Landscape 3rd ed. Galway, Centre for Landscape Studies, 2003

'Women naturalists'; 'Marine Surveys'; IN: *The Encyclopaedia of Ireland*, Brian Lalor ed. Dublin: Gill & Macmillan, 2003

'From anatomy to zoophagy: a biographical note on Frank Buckland' *Journal of the Galway Archaeological and Historical Society*, 55:91-109, 2003

'I am just going outside: Captain Oates – Antarctic tragedy (Review).' *Journal of the Galway Archaeological and Historical Society*, 55:178-191. 2003

'Fr. Peter Daly and Queen's College, Galway'. *Galway Echo* no. 247 July 2003

'Robert Lloyd Praeger: First President of the Library Association of Ireland'; paper read at the LAI and CILIP (Northern Ireland) Annual Joint Conference held Galway, 30th April, 2003

'Management of Change': breakout session presentation at the LAI Health Sciences Libraries Group annual two-day conference held Tullamore, 1st November 2002

Strategic Planning: workshop held RCSI, 11th June 2003

Corrigan, Peter

Appropriate linking with OpenURL framework. IUISC, Killarney 2003

Aleph Web OPAC Customisation. Aleph User Group, University College London, April 2003.

John Cox

Conducting a Web-based survey with WebSurveyor. *SCONUL Newsletter*, 29, Summer/Autumn 2003, 14-18 (http://www.sconul.ac.uk/pubs_stats/newsletter/29/5.PDF).

Web searching: the future - presentation to an ANLTC Seminar on Searching the Web, Galway, 6 February 2003.

CHIU E-Books Working Group: update - presentation to the IUISC 2003, Killarney, 12-14 March 2003.

Establishing a collection management policy in a hybrid library environment - Paper presented at the UK/Ireland Deputy Librarians Conference, Naas, 5-7 September 2003.

Kieran Hoare

The Establishment and Development of the archives service, James Hardiman Library, NUI, Galway - "Ireland's Heritages" Conference, GMIT Castlebar, October 2002.

Archives at the James Hardiman Library, NUI, Galway - Westport Civic Trust,
November 2002

Niall McSweeney

The Hybrid Library – paper presented to the Irish Universities Information Systems Colloquium, Killarney March 2003

Memberships / Committee Memberships (External)

Marie Reddan, Librarian

Aleph Directors Group

An Chomhairle Leabharlanna, HEA nominee

CONUL - Consortium of National & University Libraries - Chair

CHIU Librarians Committee

HEAnet – Director - CONUL nominee

HEAnet NIS Advisory Committee - Chair

IRIS - Director (NUI, Galway)

Irish Theatre Archives Steering Group - Member

HEA Standing Committee on Information Systems - CHIU nominee

Irish Universities Information Systems Colloquium (IUISC) – NUI, Galway Library representative

Library Association of Ireland – Member

MCILIP – Member of the Chartered Institute of Library and Information Professionals

SCONUL - Standing Conference of National and University Libraries – Executive Board Member

SCONUL Advisory Committee on Buildings – Executive Board Nominee

John Cox, Deputy Librarian

Academic and National Libraries Training Co-Operative – chair

CHIU Librarians' E-Books Working Group - chair

HEAnet NIS Advisory Committee – member

Library Association of Ireland – member

Chartered Institute of Library and Information Professionals - member

UK Online User Group - member

Peter Corrigan, Library Systems Administrator

ALEPH User Group for UK and Ireland - representative

Niall McSweeney, Sub-Librarian Information Services

LIR Committee – Member

CONUL Sub-Group on Information Skills – NUI, Galway representative

IRIS Acquisitions Group – NUI, Galway representative
MCILIP – Member of the Chartered Institute of Library and Information Professionals
UK Online User Group - member

Ann Mitchell, Sub-Librarian Readers' Services

Library Association of Ireland - Member
Western Regional Section - Library Association of Ireland - Section member
CONUL Committee on Collection Management – NUI, Galway representative
LAI University and Special Libraries Section – Member
LAI – AVIT – Section Member

Seamus Scanlon, Sub-Librarian Bibliographic Services

Royal Society of Chemistry (UK) - Member
CILIP – Member of the Chartered Institute of Library and Information Professionals
Library Association of Ireland - Member
CONUL Working Group on Legal Deposit – NUI, Galway representative
CONUL Working Group on Copyright - NUI, Galway representative
AGI (Acquisitions Group of Ireland) - Member

Marie Boran, Special Collections Librarian

Library Association of Ireland - Member
Rare Books Group (LAI) – Committee Member
CONUL Preservation Group – NUI, Galway representative
CONUL working Group on Theses – NUI, Galway representative
National Preservation and Microfilm Group – Committee Member

Timothy Collins, Librarian, Medicine

Fellow of the Library Association
Institute of Information Scientists (Member)
International Association of Marine Science Librarians - Member
European Association for Health Information and Libraries - Library Representative
University Medical School Libraries Group - Library Representative
Library Association of Ireland Health Libraries Group - Committee member
Cochrane Library User Group – Member

Trish Finnan, Librarian, Commerce and External Liaison

British Business Schools Librarian's Group – Member

Patricia Ffrench, Librarian Cataloguing

Library Association of Ireland
Library Association of Ireland, Western Regional Section – Committee member
Irish National & University Library Staffs (INULS) (NUI Galway representative).

Laurie Greenfield, Librarian Reader's Services

MCILIP – Member of the Chartered Institute of Library and Information Professionals

Kieran Hoare, Archivist

Galway Archaeological and Historical Society – Secretary

Irish Labour History Society – Member

Irish Society of Archivists – Secretary

Irish Theatre Archives Working Group – Secretary

Society of Archivists - Member

Society of Archivists, Specialist Repository Group – Irish representative

Ann Kelly, Librarian Cataloguing

Library Association of Ireland

Poilin NicChonaonaigh, Assistant to the Librarian

Member of the Institute of Personnel Development

Library Staff Attendance at Conferences & External Meetings:

- Aleph Directors Group Meetings, London
- Dept. of Library and Information Studies UCD - 25th. Anniversary Celebrations - Research Conference, October 2002
- 2nd Annual Networking Conference – HEAnet, Kilkenny, November, 2002
- SCONUL Autumn Conference, London, November, 2002
- ONLINE, London, December 2002
- Collection Management Strategies for the Hybrid Library – ANLTC Seminar, Dublin, January 2003
- The Hybrid Library: Dream or Reality? - LIR Annual Seminar, Dublin, February 2003
- Irish Universities Quality Board Conference, UCC February 2003
- Searching the Web – ANLTC Seminar, NUI, Galway February, 2003
- Irish Universities Information Systems Colloquium, Killarney, March 2003
- Making the Most of CINAHL – LAI Health Libraries Group Seminar NUI, Galway, March 2003
- SCONUL Spring Conference, Lancaster, April 2003
- SPARC Europe – Seminar presented by David Prosser, Dublin City University
- Project and Problem based Learning in Higher Education’ - 1st. Annual Teaching and Learning Conference organised by Centre for Excellence in Learning and Teaching at National University of Ireland, Galway, June 2003
- LEADIRS (Learning about Digital Institutional Repositories Seminars), London September 2003
- Conference of Deputy Librarians, Maynooth, September, 2003

Updated 28th September 2004