James Hardiman Library, National University of Ireland, Galway

Extract from the Librarian's Report 2003/2004

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Library Staff Memberships / External Memberships

Introduction & Highlights of the Year

This year the focus was very much on consolidation and progression of key issues noted in last year's report. However, as always there were events and successes, notably;

- A major enhancement to electronic Journals access in information technology and biotechnology through participation in the Irish Electronic Research Library (IReL)
- An attractive new Nursing Library
- A major survey of undergraduates – with a very impressive 32% response rate
- Formal presentation to the University by John McGahern of his literary archive
- Presentation of the Shields family papers
- Agreement on the long-term loan of the Henry Library to the University
- The Acquisition of Eighteenth Century Collections Online
- A Review of space utilisation for Library operations
- Piloting the Appraisal Programme

A User Centred Library – Throughout the report we have tried to highlight the Library commitment to providing customer-focused services – from orientation, information skills training to research support, ranging from group sessions to one-to-one consultations. Facilities and services have been enhanced and expanding electronic services has been a priority – information resources, web-based information, enhanced catalogue facilities – all with the purpose of maximising the investment by the university and of facilitating ease of use by customers. But there are areas of disappointment – we still do not offer sufficiently flexible opening hours to suit the majority of our customers, and we are not happy that the physical environment reflects the needs of a 21st century academic community, nor is it in harmony with the University's Strategic Priority 1 - *Focus on Students* in terms of the student experience. We work hard at engaging with the users to ensure that we understand their needs, and at the same time to promote awareness of what is available – but we must try harder.   We must try harder also in persuading colleagues that the Collection Management Policy offers a reasonable balance to better management of collections and space.   Non-selective relegation to store and retention of print, even with electronic availability is not a sustainable option for any Library and places unreasonable demands on the University where space is at a premium and Library users must take priority.

Towards the virtual library – However, we are not signalling the demise of the book – noting in a later section of this report a 38% increase in circulation transactions in the last 5 years – our students certainly use books, but our aim is to enhance electronic access and bring more and more resources to the desktop. From our surveys, e-access is strongly preferred by users, and while we can't compete with the Harvards and Yales in terms of physical stock, we are getting there on the

electronic front with IReL beginning to make a great difference, nationally and locally to our research competitiveness.

Matters financial – Increases were more modest this year – 6.4% overall, with a 5.4% increase in the recurrent grant for books and journals (following some re-allocation from operations budgets). We have to acknowledge that we did better than many colleagues in other universities and for this we are very grateful, but, there was no funding for new staff this year.

Major acquisitions - Last year we reported on the McGahern archive – we celebrated its formal presentation at the beginning of the academic year, and then on the very last day of the year under review, we were delighted to add the papers of the Shields Family, notably the Abbey actor Arthur Shields and his brother Barry Fitzgerald to our archives. Although a very different archive, we also acquired *Eighteenth Century Collections Online*, 150,000 full-text titles or 33 million fully searchable pages – a superb resource for researchers.

Staff Development - Much effort on the part of many staff members went into the Library's involvement in the University's pilot of the Appraisal Programme. For most people it was a very positive experience and presented opportunities for appraisers and appraisees and hopefully to provide useful feedback to Human Resources in advance of further rolling out the programme to other University departments.

Library Space and Environment - Starting with the positives – we were delighted to see a new Nursing Library come into service in August 2004. It is a huge improvement on the previous building with good space for staff, material and study space, and also an excellent electronic training room. However, it is temporary and the University is actively pursuing a better location - needed when the School of Nursing Studies relocates in December 2005. In the Main Library we have greatly enhanced and upgraded the training room facilities. Less positive are the lengthening queues of students for library study spaces – starting earlier each year in advance of the examinations. Queues also for our PC suites, which are constantly in use – indeed we could double the numbers here and still not have sufficient. Environmentally, there have been improvements, but basically the constant traffic and intensity of use of the building makes it difficult to experience positive benefits.

Special Events – All are noted under the Readers Services section of this report – suffice to say that opening the year with a memorable presentation by John McGahern and then closing with the Christine Shields bequest and with many book launches and exhibitions in between, all made a major contribution to the promotion and awareness of the rich collections now available to scholars - my special thanks to all who put such effort into the organisation, publicity and hospitality of the events listed.

Contribution of Staff - Once again, I must place on record the contribution of all staff members who together make this report possible. Each year the challenge is to make choices from the range of activities which could be included – all of which are detailed in the full report. As in previous reports, particular mention must be made of the contribution of the Deputy Librarian who has worked tirelessly to co-ordinate

projects, communicate our successes and measure satisfaction with library services. His work at national level continues, despite little let up in local pressures. Thanks also to the four senior managers who are equally tireless in their contribution to the Library effort – they too make huge sacrifices in balancing local and national commitments. Neither does the burden of work in the Librarian's office become any lighter, so my thanks once again to the two staff members there. To this duo, I owe much of 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 Chair, for their time, expertise and ongoing support to the Library.

Librarian's activities

Focusing on external activities, the work which commenced last year on an electronic library to support research in the areas of biotechnology and information and communications technology, came to fruition towards the end of the academic year with an investment of more than €20 million by Science Foundation Ireland and the Higher Education Authority over the next five years. It is hoped that the same can now be achieved in support of Humanities and Social Sciences.

Progress in establishing institutional repositories is still slow, but the CHIU Librarians Committee is working to encourage all CHIU institutions to adopt principles supporting academic publishing in Open Access Archives, and to see this as a major factor in promoting the intellectual capital by way of research publications of the individual universities.

The Librarian was Chair of CONUL in 03/04 where the focus of work continues to be in collaborative activities in areas such as copyright; information skills, collection management, preservation and conservation, and access to Irish theses. This work is facilitated through a number of cross-institutional working groups and committees on which NUI, Galway Library staff make major contributions. The Librarian also continues on the executive board of SCONUL (UK) and was part of the planning team of the major SCONUL conference in Belfast in April 2004.

This year also in collaboration with Computer Services, NUI, Galway with UCD organised the major (and only) Irish conference, which attracts staff from libraries, computing, management information services and media services from Irish universities north and south. Important to note also, that the Library is anticipating its quality review which takes place at the end of 2005, and in preparation for this had a presentation from the Director of Quality, and also held a workshop with colleagues from both UCD and UCC who had recently undergone a similar process.

Finally, good to report on a one-week study tour of New York university libraries in the Autumn of 2003 with SCONUL – an excellent opportunity to review and compare practices this side of the world with our US counterparts.

Library Finances

This year the overall grant to the Library from the University was €5,396,340 – an increase of 6.4% on 02/03 (€5,070,103).
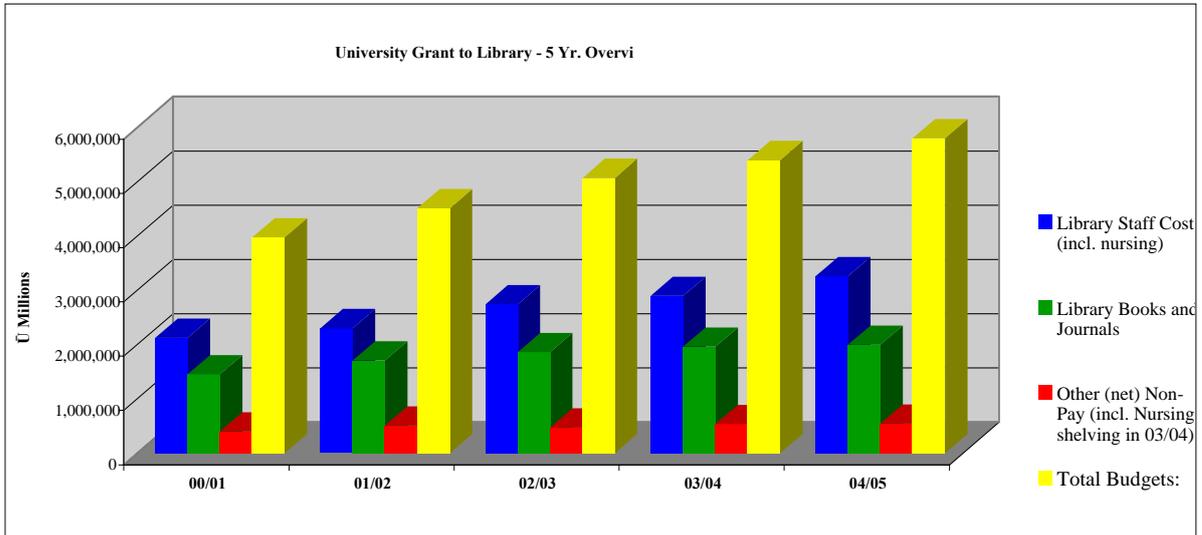
Of this, €2,896,887 was allocated to the pay budget, with €2,499,453 allocated for books, journals and operations. (In 2002/2003 original allocation for non-pay was €2,416,817 gross, but following transfers to pay costs, the amount actually allocated was €2,330,817 – table adjusted accordingly below). Faculties, particularly the Arts Faculty, continue to make generous additional contributions in support of special collections purchases.
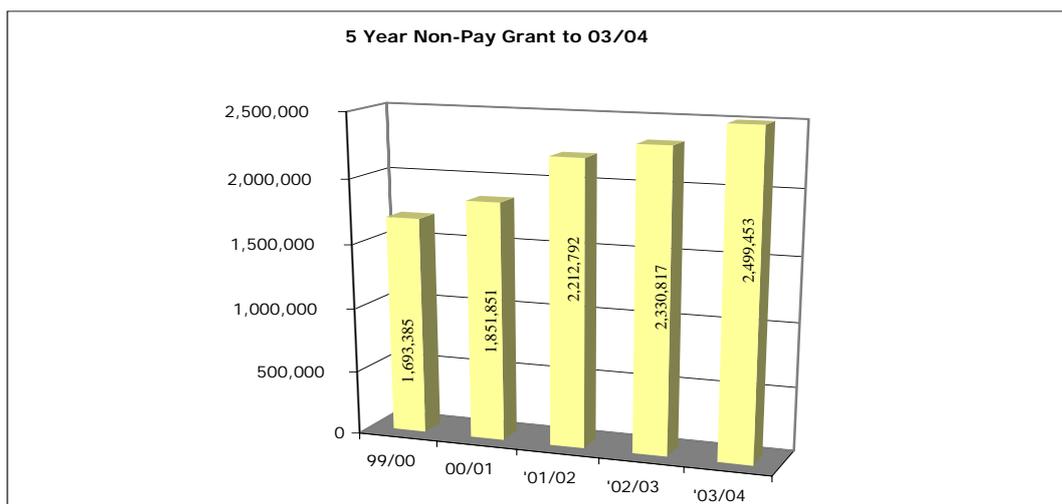
Books, Journals and Operations Budgets

Books & Journals: Of the total Library non-pay allocation, €1,961,125 was allocated for the purchase of books and journals, (€1,860,000 in 02/03). Expenditure on journals and subscriptions from the recurrent grant amounted to €1,186,747 or 60% - of which approximately 36% was spent on electronic journal subscriptions. With expenditure on journals funded by Research Centres included, total journals expenditure was **€1,200,138**.

With recurrent funds, generous additional funding from departments and faculties, and other transfers, the total available books and non-print media budget was €1,160,696. Actual spending was €1,492,939 – high because of the university's implementation of the Generally Accepted Accounting Principles (GAAP) for the first time this year – more detail in the Bibliographic Services section which follows. Total expenditure on books and journals was **€2,693,077**.

Operations: €392,846 (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.
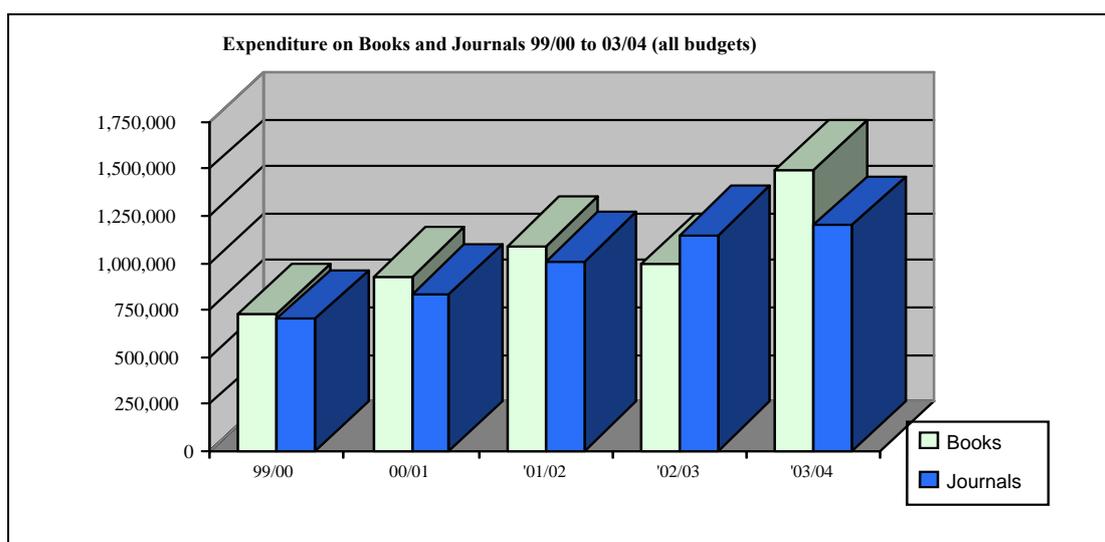
Special Research Fund this year the total budget of €19,875 (which represents 1.5% of the funding distributed by formula) was fully utilised.

Inter Library Loans: The budget (net) was the same as for 02/03 - €70,000 for the Main and Medical Libraries.

Library Staffing

Recruitment and other staff changes
Although no new posts were funded, appointments were made in the current year to two previously sanctioned posts – that of e-resources Librarian - Ronan Kennedy, and to the post of Library Systems Assistant - Sylvia Nutley, on the promotion of John Costello to a Grade 4 post.   We were sorry to see the departure of Michelle Latimer from the Librarian's Office, but glad to welcome Joan Lally in her stead.

Training & Development:
The major development of the year was the participation of Library staff in the University's pilot appraisal scheme for administrative staff. More than forty appraisals were conducted across a range of grades. This represented a major but worthwhile commitment on behalf of all staff and there was much positive feedback from appraisers and appraisees alike. Key advantages were the opportunities to consider job structures, agree future objectives and identify training needs. While some progress has been made in addressing training needs, there may be advantages in a more systematic approach and consideration is being given to the formation of a staff development working group in the Library. The pilot mentoring scheme for new staff has continued, although greater evenness of coverage may be achieved by a more generic induction programme applicable to all new staff.

Staff continued to avail of the range of courses organised locally by the Staff Training and Development Office in Human Resources and nationally by the Academic and National Libraries Training Cooperative (ANLTC). Individual staff also showed great initiative and commitment in attaining qualifications in employment law, archival studies and part of the Microsoft Certified Engineer programme, as well as presenting a poster session at the North American Aleph Users Group in Boston. In-house training, notably on special collections and the Aleph system, conducted by Library staff was much valued, while staff also gave generously of their time in providing work experience for prospective library school students.

Closer to home, the Library hosted a well-attended ANLTC event on Managing Electronic   Resources,   including   presentations   by   four   of   our   staff (http://www.anltc.ie/events/97slides.htm). We were also glad of the opportunity to host an introduction for Irish library customers to Aleph version 16. The upgrading of the Library Training Room to include a SmartBoard and enhanced projection facilities, has been a major benefit for local and national training. Efforts are already under way to supplement this facility with a similarly equipped second room.

Bibliographic Services Division

Collections and Acquisitions
The University introduced the Generally Accepted Accounting Principles (**GAAP**) for all University departments including the Library in 2003/2004.   This had a major impact on Bibliographic Services, since any funds unused by the Library (or any other University Department) at the end of the financial year, could not be carried forward to the next year, as was the practice heretofore, but would be clawed back to central accounts. In order to ensure that funds were not lost in this way, the Library applied a similar claw-back procedure to Departmental bookfunds a few months prior to the

end of the financial year with these funds then applied to large inter-disciplinary purchases.

16,109 volumes were acquired during the year. This represents a decrease of 16% on the number of volumes acquired in 2002/2003 despite an 8% increase in expenditure.
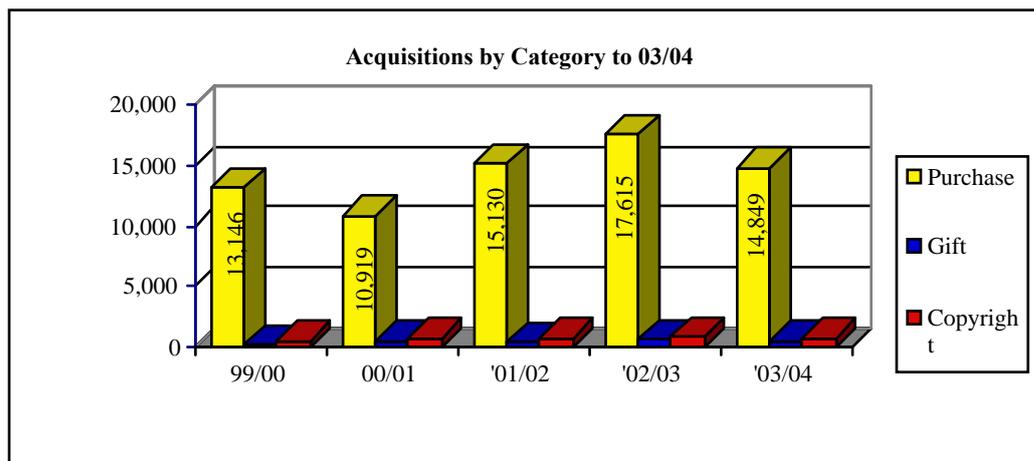
Total volumes acquired - 5 year overview

	Volumes
99/00	13,839
00/01	12,167
'01/02	16,214
'02/03	19,135
'03/04	16,109
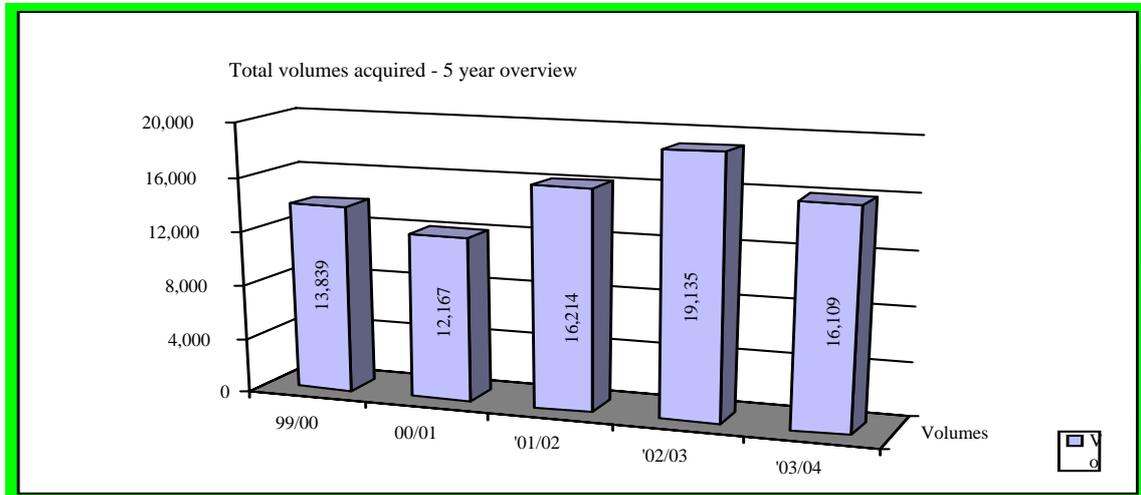
14,849 volumes were purchased – down 16% in terms of physical volumes on the previous year despite an expenditure of €2,693,077. However, purchases this year did include some major acquisitions including Eighteenth Century Collection Online, archival acquisitions and other electronic resources.

In addition, we recived 524 volumes as gifts (down 18% on 02/03), and 736 through legal deposit (down 17% on 02/03).

Summarising acquisitions, 14,849 by purchase, 524 gifts, 736 by copyright.

Acquisitions by Category to 03/04

	Purchase	Gift	Copyright
99/00	13,146		
00/01	10,919		
'01/02	15,130		
'02/03	17,615		
'03/04	14,849		

Very significant during 2003/2004 was the successful negotiation by the CHIU Librarians' Group of an SFI/HEA funded initiative, IReL. Under this initiative, SFI and HEA between them have agreed to provide supplementary funding of €4,000,000 per annum for five years for the provision of access to up to 4,000 additional

electronic journal titles in the STM disciplines to researchers in Irish Universities. Negotiations with publishers had begun by the end of the year, and titles will become accessible during 2004/2005.

Notable Acquisitions and Bequests

The major acquisition of 2003/2004 was the purchase of the *Eighteenth Century Collections Online*, an electronic resource containing 150,000 multi-disciplinary books published during the Eighteenth Century. The Library is particularly indebted to the Faculty of Arts, the Centre for Human Settlement and Historic Change, and the Registrar's Office for helping to fund this superb research resource.

The Library's Reference Collection was given specific attention in 2003/2004, with €3,000 spent on one-off purchases as well as many new standing orders set up to ensure our collection remains up to date. On a smaller scale the fiction collection was improved through the addition of winners and short-listed titles of several literary prizes over the last few years, including Booker, Whitbread, and IMPAC Dublin Literary Award. The Staff Publications collection received a major boost during Summer 2004, through the efforts of a French work-experience student who carried out a project to identify gaps in this collection, which were then purchased.

Inter-Library Loans Service

A postal strike in the Spring of 2004, encouraged the Inter-Library Loans (ILL) service to become one of the earliest adopters in Europe of the Secure Electronic Document Delivery (SED) service offered by the British Library for journal article delivery and also book chapters. The introduction of this new delivery mode went very smoothly thanks to the patience and diligence of the staff and SED continues to be used as the preferred method of delivery from the British Library.

The online ILL request form continues to be promoted with 46% of all applications being submitted via the web during 2003/2004 - indeed this is now the only request option offered to new users.

The British Library still charges significantly higher prices than our other suppliers of ILL. For this reason, we continue to source ILLs from Irish University Libraries where possible, although the postal strike and the attractiveness of SED have meant that a greater number of requests has gone to the British Library than in the previous year.

Inter-Library Loans – Volume of Business 2003/2004 (All Libraries)

2002/2003 saw a significant drop in the volume of business carried out by Inter-Library Loans with requests down 19% on the previous year – this year, through active promotion of the service, the decline slowed significantly at 8%.

Summary of Inter Library Loans Activity for 03/04:

NUI, Galway:	2002-2003	2003-2004	% Change
Number of Items Requested by NUI, Galway	8,620	7,906	-8%
Number of Items Received by NUI, Galway	7,735	7,155	-7%
Number of Items Supplied by NUI, Galway	1,862	1013	-46%
% Supplied by Irish Libraries	28%	13%	

However – and this is the experience in most Irish and UK University Libraries – ILL demand has fallen significantly in our Library over the last ten years as represented below, due very largely to the increased availability of full-text journals electronically.

5-Year Overview of Inter-Library Loans Activity

| NUI, Galway:	99/00	00/01	01/02	02/03	03/04	Change
Requested	10,334	9,166	10,627	8620	7,906	- 24 %
Received	9,463	8,546	9,842	7,735	7,155	- 24%
Supplied	1,748	1,956	2,078	1,862	1,013	- 42%
% Supplied by Irish Libraries	28%	34%	31%	28%	13%	-54%

The more significant drop in items supplied, is due largely to reduced demands on Medical and Nursing Libraries.

Statistics for each of the Main, Medical and Nursing Libraries are available in the full report.

Cataloguing

13,808 new titles were fully catalogued this year and 20,434 volumes were processed. This represents a decrease of 1.5% on the previous year. This reflects the reduction in the number of volumes acquired as well as staffing changes.

The cataloguing of the Déon collection continues, as well as the ongoing inclusion of all e-books and e-journals in the catalogue.

Titles Catalogued / Volumes Processed last 5 years
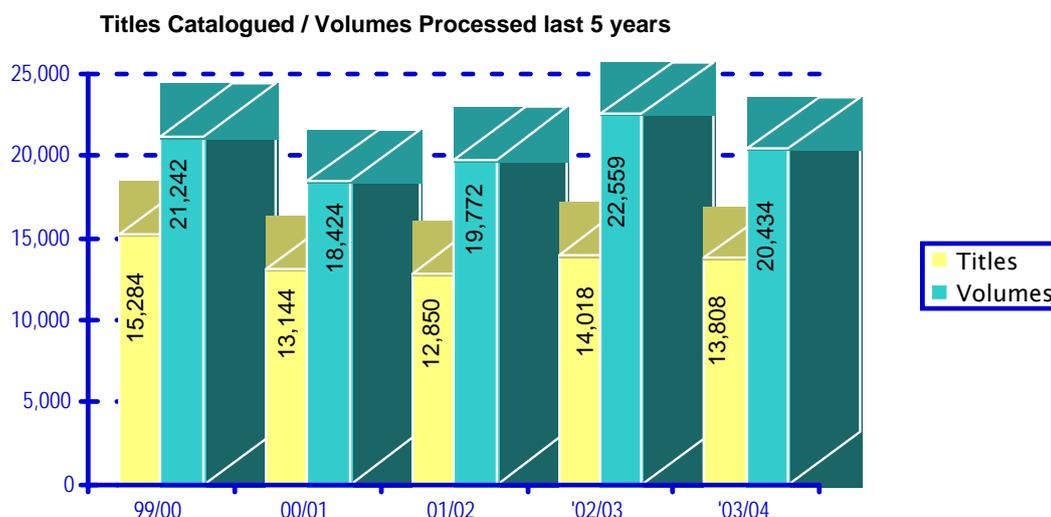
Binding Services

Binding activity continues in-house, with 1,389 volumes bound (slightly up on 2002/2003) and 1,036 repaired (slightly down on 2002/2003) during 2003/2004. In addition, 2185 volumes were bound or conserved externally - a significant increase (139%) on 2002/2003 due to a major binding project. Many thanks are due to the serials staff, the Bindery Technician and the Information Services staff who worked together to make this project a success.

Reader Services Division

The Academic Year 2003/2004 proved a very busy and productive year for the Reader Services Division. Efforts were targeted at enhancing the physical environment, the provision of additional services to users, and the improvement of environmental conditions pertaining within the Library. In October 2003 a new self-issue service was offered for Desk Reserve material. The service proved very popular in particular in the lead up to examinations and during extended non-serviced opening hours. It is hoped to expand to general lending in the next financial year. Extensive heating/ventilation work undertaken during the summer of the previous academic year failed to have the desired results despite best efforts on the part of the Buildings Office, and a number of environmental difficulties were experienced during the year under review. However, a major remedial project was undertaken by the Buildings Office in the Summer of 2004 to help improve the situation with very positive results.

Storage and space issues again predominated, with two complementary projects spear-headed by the Reader Services Sub-Librarian in an effort to improve the situation – one to increase shelving on Floor 1 for Arts and Humanities material, the second to target weeding of multiple copies of multiple editions from the Basement store. Despite judicious selection and widespread consultation with academic staff, only 1,081 items were ultimately discarded. The Library is urgently seeking additional purpose built storage space, but it must be emphasised that relegation as opposed to realistic and appropriate collection management is not sustainable in the longer term.

The new Nursing Library at the IDA Business Park is further detailed in the section within Information Services, but much credit must go to the Readers Services Sub-Librarian who managed to bring the re-location of the existing library in the Hospital and the fit-out of the new space in on time for the new academic year 2004/2005. The new Library opened for users at the end of August offering enhanced environmental conditions, along with an increase in public access PCs and additional seating capacity.

Circulation Statistics

Circulation activity at each of the Library's three sites continued to increase during 2003/2004, resulting in an overall increase in transactions of 7%.
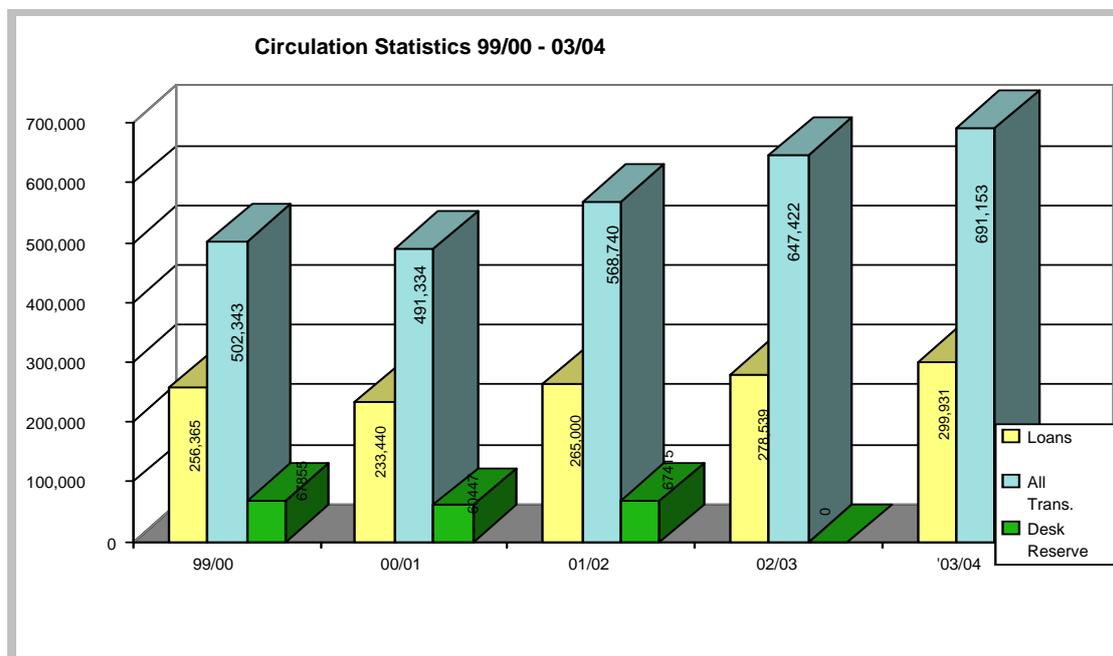
Circulation statistics in summary:
All transactions up by 7% at 691,153 - (647,422 in 02/03)
Loans up by 8% at 299,931 - (278,539 in 02/03)
Holds 13,242 up by 30% - (10,157 in 02/03)

However, interesting to note all transactions are up by **38%** in the last five-year period.

Circulation Statistics 99/00 - 03/04

Year	Loans	All Trans.	Desk Reserve
99/00	256,365	502,343	67,653
00/01	233,440	491,334	60,447
01/02	265,000	568,740	67,475
02/03	278,539	647,422	0
'03/04	299,931	691,153	

Photocopying Services

In 02/03 we registered 2,501,655 copies compared to 2,185,777 in 01/02. In 03/04 for the first time copying substantially declined by 21% with copies registered as: 1,983,329. Slow progress on agreeing a copyright licensing scheme for the universities, with subsequent impact on desk reserve material would have contributed to this.

Assistive Technology Service

The newly expanded and renamed Disability Services area proved very popular with users, in particular the three sound proof booths which were constantly in use all year round and required the library to introduce a booking system. The needs of an ever increasing number of students were met by providing one to one training on the software packages available, sourcing material in alternative formats, scanning and editing of course materials, photocopying and enlarging text for students with visual or hearing difficulties and retrieving material from the shelves for mobility impaired users. Drop-in sessions for students registered with the Disability Liaison Office were offered throughout the year as an "Introduction to the Library Assistive Technology Service and Library Cataloguing System".   Additional resources for users of the service included an electric page-turner for users who experience difficulty in turning the pages of books manually, an additional PC, three laptop PCs, an additional height adjustable computer table, and a rapid scanner.

Disability Awareness Training for all Library Staff was conducted in early January '04 with presentations by University personnel involved in supporting students with Disabilities and Special Needs, and from local representatives from national bodies

including the Irish Wheelchair Association, and the National Council for the Blind of Ireland.

Library Archives Service
During the Academic Year 2003/2004 the Library Archivist was engaged in accessioning and box listing the archival material acquired from Galway University Foundation, additional material pertaining to the Becker Collection and the Druid Theatre Collection, the Dialect Survey of Ireland carried out by Dr. Moylan, English Dept. and donated on his retirement, the Prof. Meehan (late of the Dept. of Obstetrics & Gynaecology) Collection, the Seosamh Ó hOgartaigh Papers which relate to Business and Irish language matters in Galway from the 1960s, and as noted earlier, the material received as part of the McGahern archive. In addition, descriptive lists were completed for the Hearne of Hearnebrook Collection, the Eyre Family Deeds, and the Eoghan Ó Tuairisc Papers.

New for the Archives Service this year, was the publication of a twice-yearly Archives Service Newsletter highlighting the collections held at the James Hardiman Library. The Newsletter was distributed on campus and externally to both regional and national institutions involved in the areas of archival, library and heritage work.

Mention has already been made of the Shields Archive acquisition, presented by Christine Shields. This included the papers of her father Arthur Shields, the well-known Abbey Theatre actor, other family papers, posters, programmes, and play scripts of many Abbey productions and tours dating from the 1920s and 1930s. In addition, it includes unpublished letters of Yeats, Lady Gregory and O'Casey and rare first editions of books signed by the authors. The archive complements the Library's existing theatre collections and will be of considerable research interest to the University.

Library Special Collections
The Special Collections Librarian worked throughout the year to meet the training and research needs of the University staff and student body in addition to assisting visiting researchers. An extensive training programme was offered at undergraduate and postgraduate levels in the use of the Special Collections resources both hardcopy and electronic. A very informative session on the resources available was also provided for retired University staff members at their monthly meeting *Agallamh na Seanórach*, by the Special Collections Librarian.

Acquisitions of note included an album of photographs relating to the Connaught Rangers, a Douglas Hyde letter, Encumbered Estate material relating to the Eyreville estate and a copy of Nelson & Walsh's Irish Florilegium. In addition the Library purchased on microfilm 285 reels relating to the 1901 Census material for Connacht and the 1911 Census material for County Galway.

Exhibitions and events
The Special Collections and Archives Services mounted a series of exhibitions and displays throughout the year aimed at highlighting the various collections held by the Library and celebrating feasts and festivals. These included an exhibition commemorating the centenary of the birth of George Thompson/Seoirse MacTomáis and his connection with the Blasket islands and with the University; an exhibition on

the works of past Writers-in–Residence at NUI, Galway and the launch of the ISOS (Irish Script on Screen) website marking NUI, Galway's input to the Project.

The Library was also delighted to accept a presentation from Prof. Tom Boylan and Prof. Tadhg Foley of their four volume work entitled 'Irish political economy'.

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

Information Services Division

Supporting the information needs of staff and students is the business of the division and a number of initiatives to enhance the services provided were introduced in the year under review.   These included:

- Re-location of a new Information Desk to a more prominent position at Podium level
- Upgrading of the Training room with customised furniture and excellent IT facilities
- The setting up of a number of specific Faculty Library Committees to replace the long-standing Library User Forum.
- The opening of a new Nursing Library in the Siebel Building, Dangan, with enhanced space for both book and journal collections – and most importantly users and staff.

Understanding the needs of the community is key to the work of the Division and thus staff were very involved in the survey of Undergraduate students, following on the successful survey of the academic and research community in 02/03. International Students' needs were also surveyed, with much co-operation from other Library Divisions and also from the International Students' Officer.   This year also, the Division provided some training and product briefing sessions for university administrators – with the Librarian, Commerce faculty leading this initiative. The Division is also very well represented on the newly established Quality Steering Group in preparation for the Library's quality review to take place at the end of 2005. As with all divisions, the review facilitates internal review and consideration of operations, which has resulted in the introduction of a new meetings structure for Information designed to maximise time and enable a more in-depth consideration of operations.   A new approach to faculty liaison was also facilitated through the establishment of Faculty Library Committees to replace the Library User Forum.

This year also, saw the appointment to a new position of Assistant Librarian, e-resources co-ordinator (sanctioned in 01/02 budgets). The key objective of this post will be to ensure optimal development and management of the Library's electronic resources. While part of Information Services Division, the new appointee liaises with all divisions on e-resource issues.

At national level, the Head of Information Services is active on the CONUL Committee on Information Skills. The committee produced a review of practice in

CONUL libraries and made a number of recommendations for development of an Information Skills policy.

Medical Library
Throughout the academic year, the Medical Library was continuously and heavily used by students and academic staff, availing of the specialist services and collections. Librarian (Medical Library) continued to be committed to product training and teaching throughout the year. The rising trend in usage by non medical students continued this year, notably in biotechnology, and engineering and the increased user numbers, with undergraduate medical class sizes some 40% larger than three years ago, and more postgraduate courses and programmes on offer, has resulted in overcrowding in the Medical Library at various times during the year.   With seating for just 55, and a fixed amount of shelving for the stock, space is at a premium and there is no doubt but that the library is too small. This has been a constant criticism by reviewers of the relevant Departmental Quality Review Groups, and Accreditation Inspections held during the year, although the quality of the service and the courtesy of the library staff was commented on positively.

The application of a strict collection management policy has meant the content of the book and journal collections is as up to date as possible, with old and little used material withdrawn from open access and either stored or discarded – but there is no room for growth, despite the Library policy to expand and encourage access to electronic full-text for Medicine and Health Sciences as much as possible.

Nursing Library
Nursing student numbers increased again this year, with a resultant rise in volume of business. More training sessions for all grades of students were held by the Nursing Librarians, and attendance was excellent.

The Information area of the Library continues to be very busy with staff giving lots of help to new students. Much use is made of all the electronic products available via the Library's Homepage, as well as books loans being at an all time high. Nursing Librarians continue to evaluate new products and investigate the availability and cost of e-access for many of our nursing journal titles.

On the very positive side, space deficits – which have long featured as a major problem in annual reports – have been very positively addressed through the provision of a new library space at the Business Park in Dangan.   The move to Dangan (August (2004), has offered excellent facilities as already noted, with 8 additional open access PCs, a state-of-the art electronic classroom with 11 PCs and 105 study spaces – a huge improvement on previous provision. The e-classroom provides superb training facilities for smaller groups and we expect it to be heavily used and outside the scheduled user education periods the room is available to students as a PC Suite.

Library Systems Division

Staffing Developments

Staffing in the Division increased by 50% this year with the addition of a Library Systems Assistant on the promotion of the current Assistant to the post of Library Systems Technologist – but we would quickly add that it now enjoys a complement of 3 staff members.   The new appointee comes from Computer Services, where for the previous two years she obtained wide knowledge of the campus network, applications and systems.

Aleph Library Management System Developments
The Aleph library management system, originally installed in summer 2000, saw its fourth upgrade, (to version 16.2) since installation. The new version facilitates increased staff productivity over the previous version with the incorporation of a number of new features and rationalisation of modules.

In May the Aleph Library Management System was moved to a new more powerful Sun server. The new machine has substantially more capacity in terms of disk and memory and is faster than the old machine.

SFX and Metalib training, installation and configuration
Preparatory work for these two major new additional library services continued. SFX will allow us automatically direct users of remote databases to valuable, related information, usually the full text of a journal article to which the library has entitlements by virtue of its subscriptions. Metalib will help users simultaneously search multiple databases without having to learn a separate user interface for each database. In addition, Metalib will also guide users to appropriate subject databases.

Other developments
- Work commenced on a web-based system to provide online access to the Richie-Pickow photographic archive.
- The library training room was extensively refurbished with 12 state-of-art PC's, a SmartBoard and projection system.
- A custom system for automatically generating and displaying new books on OPAC was developed and launched.

Environment

Environment is mentioned throughout the report under various headings but heating and ventilation issues continue to dominate – but hopefully the end-of-year work will deliver improvements in this area. Nursing Library new space has also been mentioned, as has the refurbishment of the training room. As always we are indebted to the Buildings Office and staff for excellent support and follow-through to our many and varied demands.

Health & Safety

The Health & Safety working group within the Library continued to monitor safety and environmental issues and health and safety is a standing item on all Senior Management Team meeting agendas. 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.

*Library Newsletter / * **Nuachtlitir na Leabharlainne** –three issues were published this year with contributions from Library staff and faculty.   The July 2004 issue heralded a new look and a new name for the newsletter - **In***form* – with very positive feedback –again thanks to the editors – John Cox, and Hugo Kelly, and to John Costello for the illustrations.

Publications / External Papers Presented

Marie Boran
Select Bibliography of writings on Irish economic and social history published in 2003. Irish Economic and Social History Jnl, XXX (2004), 86-130

"The Encumbered Estates Records as a source for family history" – paper presented to the Western Family History Association, Galway, March 2004

Timothy Collins
Collins, Timothy. 'Rhymes and races: a note on the life and published work of R.J. Anderson, Professor of Natural History, Geology and Mineralogy, 1883-1914'. Journal of the Galway Archaeological and Historical Society, 56(2004): 190-212.

Collins, Timothy. 'Seek the frozen lands: Irish polar explorers 1740-1922': review. Journal of the Galway Archaeological and Historical Society, 56(2004): 237-238.

Collins, Timothy. 'Knappogue: the story of an Irish castle': review. Journal of the Galway Archaeological and Historical Society, 56(2004): 243-244.

Collins, Timothy. 'Fr Peter Daly and the Vatican'. Galway Echo, no. 247, Oct. 2003.

'New roles and skills': workshop presentation given at the annual two-day conference of the LAI Health Sciences Libraries Group entitled 'Changing patterns in Irish health science librarianship', held Tullamore, October 2003.

'Development of Galway as a transatlantic port': lecture given to the Clifden Heritage Group as part of their winter lecture series, Clifden, January 2004.

'Maritime surveys off the west coast': lecture given to the Galway Bay Sailing Club as part of their winter lecture series, Oranmore, February 2004.

'The Clare Island Survey of 1909-1911': paper read at the 5th International Symposium on Fauna and Flora of Atlantic Islands (FFAIS-5), held UCD, Belfield Dublin, August 2004.

Peter Corrigan
Routine Server-Based Bulk Notice Generation - poster session and paper. North American Aleph User Group, Massachusetts Institute of Technology, Boston 14th June 2004

John Cox
Cox, J. "Establishing a collection management policy in a hybrid library environment". *SCONUL Newsletter*, 30, Winter 2003, 26-30 (http://www.sconul.ac.uk/pubs_stats/newsletter/30/12.PDF).

"E-books in support of a new learner environment" – presentation to IUISC 2004, Kilkenny, 10-12 March 2004.

"Usage analysis: e-books case study" – presentation to ANLTC Seminar on Managing Electronic Resources, Galway, May 2004.

Monica Crump
'Subscription Management' – paper presented at the ANLTC Seminar 'Managing Electronic Resources' NUI, Galway, May 2004

Kieran Hoare
'Record-keeping and health & safety legislation', Society of Archivists, Ireland Conference on Record-keeping and Legislation, Kilkenny, February, 2004.

'Archival Sources for the study of the O'Shaughnessy Clan', O'Shaughnessy Clan Gathering, Galway, September 2004.

Marie Reddan
'The McGahern Archive' – Cois Coiribe, 2003
'Libraries beyond the Digital' paper presented to the LAI/CILIP Conference, Wicklow, April 2004
'The Library as a Centre for Student learning – but a student-centred Library? – paper presented at the Deans & Heads Conference, NUI, Galway April, 2004

Memberships / Committee Memberships (External)

Marie Reddan, Librarian
CONUL - Consortium of National & University Libraries - chair
CHIU Librarians Committee
Ex Libris - Aleph Directors Group - member
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 to end of 2003; Web site manager from January 2004
CHIU Librarians' E-Books Working Group - chair
HEAnet NIS Advisory Committee – member to February 2004
Library Association of Ireland – member
Chartered Institute of Library and Information Professionals - member
UK Electronic Information Group – member

Peter Corrigan, Library Systems Administrator
ALEPH User Group for UK and Ireland – representative
SFX Metalib User Group - 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 Reader 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
Library Association of Ireland, Western Region Group member
CONUL Working Group on Preservation – NUI, Galway representative
CONUL Working Group on Theses – NUI, Galway representative
Preservation and Microfilm User Group – NUI, Galway representative
Folklore Society of Irealnd / An Cumann le Béaloideas Éireann, 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 - secretary
Cochrane Library User Group – member

Monica Crump, Librarian Collection Management
AGI (Acquisitions Group of Ireland) – member
UKSG (UK Serials Group) – member
IReL (Irish Research Electronic Library) Subgroup – NUI, Galway representative

Trish Finnan, Librarian Commerce and External Liaison
British Business Schools Librarian's Group – member

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

Kieran Hoare, Archivist
Galway Archaeological and Historical Society – secretary
Irish Labour History Society – member
Irish Society of Archivists – member
Irish Theatre Archives Working Group – secretary
Society of Archivists - Member
Society of Archivists, Specialist Repository Group – Irish representative

Jane Mulligan, Librarian Engineering and Science
University Science and Technology Librarians Group - member
Computing Librarians Group - member

Póilín NicChonaonaigh, Assistant to the Librarian
Member of the Institute of Personnel Development

Walsh, Niamh
Academic and Special Libraries Group (LAI)
Genealogy and Local History Group (LAI)

Library Staff Attendance at Conferences & External Meetings:

- Strategic planning workshop hosted by the LAI Health Sciences Libraries Group, held in the Royal College of Surgeons in Ireland, November 2003.
- 3rd Annual Networking Conference – HEAnet, Kilkenny, November, 2003
- Maximizing e-resources, London School of Economics, London, November 2003
- SCONUL Autumn Conference, London, November, 2003
- SCONUL Buildings Seminar, London School of Economics and King's College London, November , 2003
- Supervisory management workshop held in the Quad, NUI, Galway, December 2003
- Online 2003, London, 2-4 December 2003
- Irish Universities' Quality Board Conference, Galway, 6-7 February 2004
- Digital Library Directions: Current Initiatives – LIR Annual Seminar, Dublin, March 2004
- LEADIRS (Learning about Digital Institutional Repositories Seminars), September 2003-March 2004, London
- Irish Universities Information Services Colloquium, Kilkenny, 10-12 March 2004
- SCONUL Spring Conference, Belfast, April 2004
- Irish National and University Libraries Staff Conference (INULS), April 2004
- Goal setting workshop hosted by the LAI Health Sciences Libraries Group, held Tullamore, May 2004
- Serials Resource Management for the 21st Century, UKSG Seminar, Dublin June 2004
- Secure Electronic Document Delivery from the British Library, Dublin June 2004 SCONUL Buildings Visit, Dublin City University & Trinity College Dublin, June 2004
- The Reality of the Virtual Learning Environment, ANLTC, September 2004, University of Ulster, Jordanstown
- Mapping the Landscape of Higher Education in Ireland, AISHE inaugural conference, 2004, Dublin, September 2004

Extract updated: August 23rd, 2005