

*James Hardiman Library*

*National University of Ireland, Galway*

*Librarian's Report 2005/2006*

# *Librarian's Report 2005/2006*

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## ***James Hardiman Library***

### ***Vision Statement***

*The Library is the cultural and knowledge centre of the university, playing a key role in research, teaching and learning, supporting and enriching the strategic aims of the University and serving an increasingly diverse user population.*

*Providing a quality service in a welcoming physical and virtual environment will always be our priority.*

*We envisage a physical environment, which stimulates learning, reflects the needs of 21<sup>st</sup> century library users, and in which all take enormous pride.*

*We will be creative and innovative in the use of technology to enrich access to collections and services regardless of place and time.*

*We will work with other partners to achieve University, regional and national goals.*

### ***Mission Statement***

*The Library proactively supports and enhances the learning, teaching and research activities of the University by providing access for all its users to quality information resources and services.*

## **The Year in Brief ....**

The Library's Quality Review was a considerable undertaking in 04/05. The review visit took place in November 2005 with the Review Group's report delivered in 2006. In general it was very positive and very supportive of the quality of service delivered, but it did make a number of recommendations in respect of staffing and optimal staff deployment; enhancing research collections; active participation of the Library in teaching, learning and research; and the need to expand and enhance library space. Both the Library and the University are working on implementing the recommendations.

**Service Enhancement** - It was good then this year to stand back and reflect on the positive service improvements we were able to deliver in 05/06. This was our first full year of the increased opening hours announced at the end of the last academic year - warmly welcomed by users – especially full day opening for Saturdays and Sundays. Flexitime was also implemented in the Library which again offered service improvements during lunch-time and later in the evening. This year we put considerable effort into Orientation with a very positive take-up by almost 1,400 students – but we can do better in this area.

**Supporting Research** – We now have access to over 25,000 electronic journals and databases – and for many of these we owe a huge debt to the IReL initiative and to its continued funding by SFI and the HEA. IReL was formally launched by the Minister for Education in May. Of major significance was the expansion of IReL to the Humanities and Social Sciences, with the announcement of a €16 million programme funded by the HEA for the next four years to 2009. NUI, Galway held the Chair of IUA during 2006, and consequently the Librarian as Chair of the IUA Librarians' Group was heavily involved in IReL matters for that year. Locally we were pleased to have approval for a three-year contract post of Research Support Librarian part funded by SFI overheads, and focusing on researchers in Science, Technology and Medicine. We look forward to measuring the impact of this support once the appointment is made.

**Expanding access** - As e-content grows, so does the complexity for users in gaining access to the wealth of material available. To help simplify routes to resources the Library implemented its new e-Knowledge Portal. In tandem, off-campus access was widely promoted to ensure that students and staff could easily and fully avail of a 24/7 service regardless of geographical location – essential to what is an increasingly mobile community of both staff and students. We have acquired new software to add individual journal titles to our database and we have also added records for the 100,000+ monographs contained within packages such as Early English Books Online (EEBO) and Eighteenth Century Collections Online (ECCO) – hugely expensive products. Our website is under review – it is now the key Library 'publication' and central to our success in promoting services and resources. Finally, to facilitate researchers' management of references downloaded from our range of electronic products, the Library is now responsible for offering training on the reference management software *EndNote*.

**The views of the Customer** – Our major survey in Spring of 2006 focused on Undergraduate Satisfaction – a follow-on survey to that undertaken in 2004 enabling useful comparisons. Response rate was excellent at 31%. Key findings include a 4% drop in students visiting the Library at least weekly (25% drop in use of Nursing Library in Dangan); a 25% increase in satisfaction with opening hours; 54% use library services online at least once a week – up by 11% from the last survey; increased use of online resources etc. etc. – full details are available at <http://tinyurl.com/yddfnnf>

A survey review group consisting of the Library senior management team will review the findings but more importantly act on them and keep the users apprised of progress.

**Staff Development** – Library staff continue to recognise the need for change in the constantly evolving landscape of the University. Specifics were highlighted in the Quality Review and these are in hand, but the range of involvement of Library staff both as participants in, and major contributors to, events at local and national level will be very apparent from the Deputy Librarian's report on Training and Development which follows.

**Special Events** – We hosted a number of events during the year – starting with the launch of the Galway Historical and Archaeological Society in the Library on October 25<sup>th</sup>. The touring exhibition from the National Library in November '*Photographs from the West of Ireland*' was of particular interest and allowed us at the same time to display complementary material from our Balfour Album. Becoming an annual event now, *ConTempo*, the University's resident string quartet once again soothed some furrowed brows with pre examination lunchtime concerts in the Library in November and March. The University's first ever Buy-a-Book day took place on March 9<sup>th</sup>, with Library staff making a major contribution to the success of the event (which emanated from the University's Staff Suggestion Scheme – Úrsmainte). The day made a very welcome profit, shared between the Library's Special Collections acquisitions fund and the University's United Charities Group. The final 'formal event' of the year on July 5<sup>th</sup> was a particularly memorable occasion when the Vice President for External Affairs Prof. Hurley accepted the Henry Library from the Rt Revd Dr Richard Henderson, Bishop of Tuam. During the year also, with NUI Galway as Chair of IUA, the Librarian in turn hosted meetings of the IUA Librarians' Group here.

On a sadder note, this report could not ignore the passing of Mr Christy Townley in December 2005 in his 91<sup>st</sup> year. He served the University for over 50 years, and was a much loved and respected Librarian of the University from 1962 to his retirement in 1982. Ar dheis Dé go raibh a anam dílis.

**Library Space and Environment** – Still grappling with the need to balance space provision, not just in terms of additional metrage, but in terms of enhancing the quality of learning and research space available to all of the academic community, a working group was established by the Library Committee to help clarify needs and progress the much reported deficiencies in this area. The Group, with Dr Elizabeth FitzPatrick as Chair, presented an interim report in May with a strong message – the 'new' James Hardiman Library must be a key strategic asset for the University.

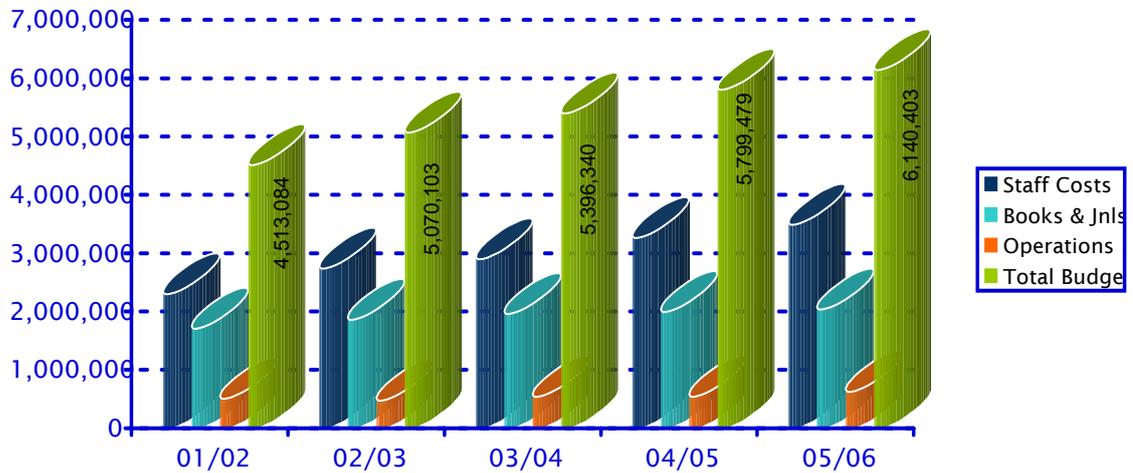
Additional storage space was commissioned in Ballybane and print material mostly available in electronic format transferred there. In addition plans are underway to extend the Main Library to accommodate Nursing needs – but again the solution needed here is a Health Sciences Library to address both Medical, Nursing and Health Sciences information needs.

**Staff Contribution** – My thanks for the sterling contributions from members of Library Staff during the year. A special thanks to John Cox the Deputy Librarian – his hand steers activities in all of the Divisions in parallel with his many commitments on other internal and external committees, including CONUL and IUA Librarians sub-group committees. Of particular importance is his work on the IReL Monitoring Group in analysing usage of resources, and in user satisfaction surveys thus providing evidence essential to the continued funding of IReL. Thanks also to all of the Divisional Heads for work both within the Divisions but also across the Library on various working groups and task forces. They too make major contributions to external committees, and to conferences and events.

Finally, thanks 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.

## Library Finances

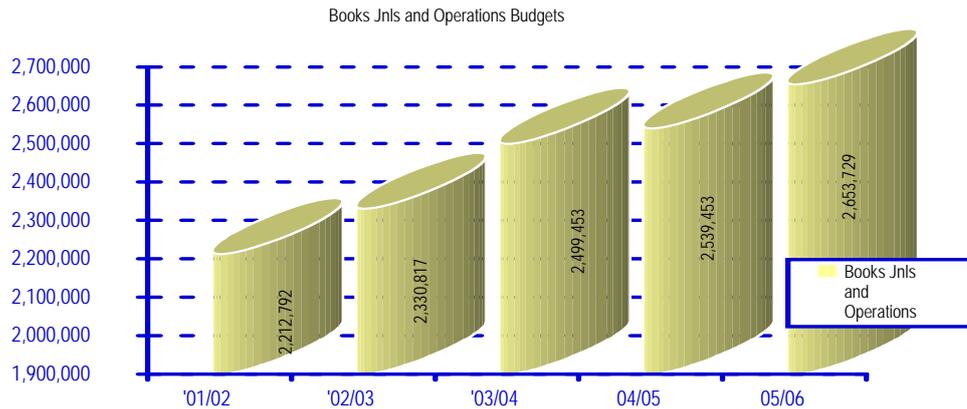
This year the University grant to the Library was €6,140,403– an increase of 5.9% on 04/05 (€5,799,479).



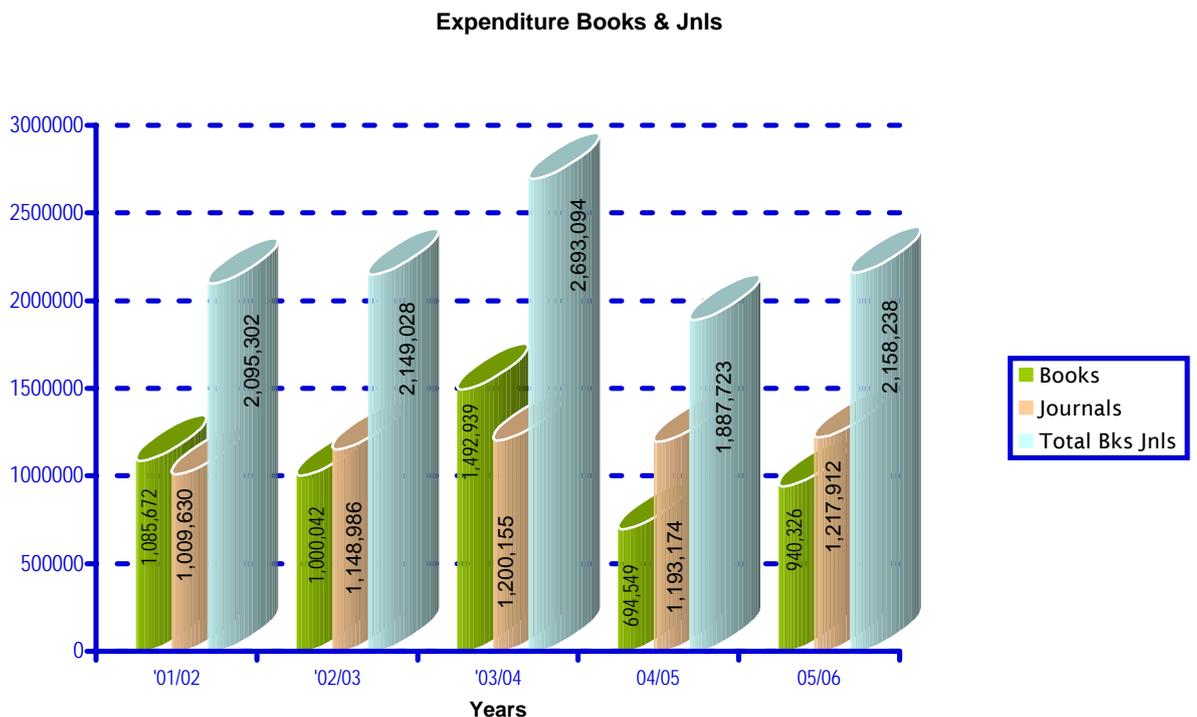
Of this, €3,486,674 was allocated to pay, with €2,653,729 allocated to books, journals and operations. Faculties, contributed an additional amount of €46,809.

## Library Materials and Operations Budgets

**Books & Journals:** Of the total Library non-pay allocation, €2,045,000 was allocated for the purchase of books and journals, (€1,996,125 in 04/05). Expenditure on journals and subscriptions from the recurrent grant amounted to €1,214,932 or 59% - of which 33% was spent on electronic journal subscriptions (down on last year due to an increasing number of our electronic subscriptions now being paid for by IReL). With expenditure on journals funded by Research Centres, total journals expenditure was €1,217,912 (€1,193,174 in 04/05).



Considering only the recurrent funding for 05/06, adding support funding from departments and taking other transfers into account, the actual budget available for books and non-print media budget was €875,809. Actual spending was €940,326 - more detail in the Bibliographic Services section which follows. Total expenditure on books and journals was €1,158,238.



**Operations:** €16,405 (net of income) was spent on Main Library operations & services including binding and preservation costs but excluding Inter Library Loans acquisition costs. The income from fines, photocopying etc contributed €196,323 to operations and services costs.

**Special Research Fund** this year the fund amounted to €13,150. It was almost fully disbursed, the small balance contributed to the purchase of Eighteenth Century Collections Online (EECO).

**Inter Library Loans:** A net budget of €78,000 was allocated for the Main and Medical Libraries, with expenditure amounting to €79,619.

## **Library Staffing**

### ***Recruitment and other staff changes***

We were delighted to have approval this year to recruit an information librarian for a 3-year contract to support STM research. We were also glad to welcome Mary Casey as my Assistant to replace Pauline in February 2006 and later in the year we recruited two seasonal Library Stewards to support the additional opening hours. As might be expected, with a staff complement of 109 (72.89 ftes) the Deputy Librarian spends considerable time on a variety of internal changes and moves throughout the year.

### ***Training & Development:***

The Library's quality review in 2005 provided impetus towards a more strategic approach to staff training and development, fully aligned with departmental and university priorities. By September 2006 a Staff Training and Development Group had been formed and its activities can be expected to feature strongly in next year's report. It will aim to raise the profile of training and development and to ensure that all staff actively progress the enhancement of their skills base with a key focus on ultimately enhancing the service to users.

There are a few initiatives in 2005/06 on which the Group can build. The first of these is the establishment of "training awareness" seminars, outlining the range of development opportunities available to staff locally and externally. Secondly, the regularisation of study leave in line with University policy ensured sustainable support for the variety of studies undertaken by staff. In this context the increased interest in attaining a professional library qualification has been particularly welcome, as has been generous funding for study via the University's HETO (Higher Education Training Opportunities) scheme. Lastly, it is important to note the work of the CONUL/ANLTC Continuing Professional Development Group. The Library had a representative on this Group and staff participated in a national survey, which will provide a summary of current practice and identify deficits.

Locally, staff enjoyed a range of training events offered by Library staff themselves, via the annual programme organised by the Human Resources Staff Training and Development Office, and through onsite courses delivered by external trainers. The latter approach proved particularly valuable in enabling staff to develop support for EndNote software and in widening the involvement of Library Assistants in providing enquiry services at the Information Point at evenings and weekends. A number of e-resource vendors provided training on their products, often as part of agreements negotiated in the IReL initiative. The Library participated actively in ANLTC

(Academic and National Library Training Co-operative) events and hosted one of its seminars, Perspectives in Online Information, with four members of staff among the speakers. As detailed elsewhere in this report, staff also presented papers at a number of events and travelled far and wide to conferences on health libraries, information literacy, serials management, leadership, legal information and rare books. Lastly, it is important to note ongoing support from Human Resources in advancing staff training and development. This has included financial support, e.g. EndNote training, and the organisation of programmes, notably in Supervisory Management, in which staff have participated to definite advantage. Finally, the Library was happy to host Jill Lambert from Aston University for a week in April as part of her *Leonardo* scheme placement.

## Bibliographic Services Division

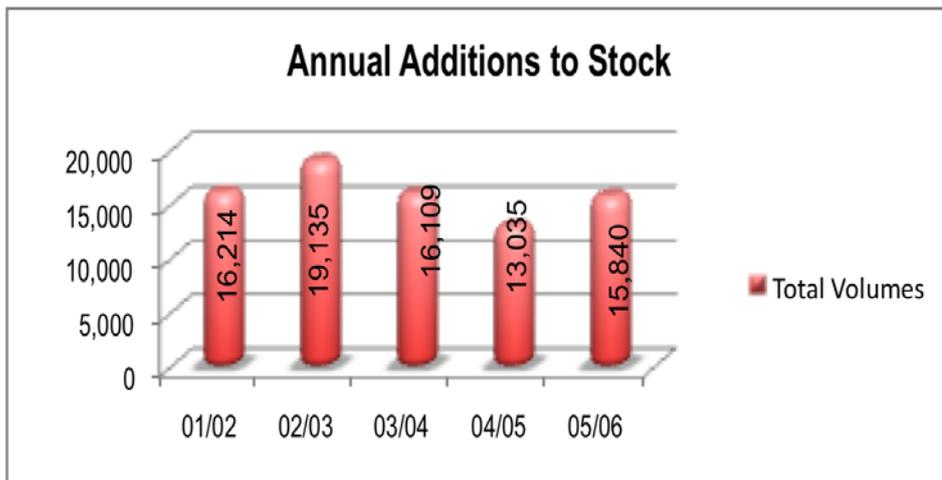
### Collections and Acquisitions

The collection of journal titles available to the staff and students of NUI, Galway has been changing dramatically over the last few years. The 2005/2006 academic year brought further changes to our journal access with the commencement of an IReL Arts, Humanities and Social Sciences phase. IReL (the Irish Research electronic Library), managed by the IUA Librarians and funded by the Higher Education Authority and Science Foundation Ireland, has been providing Irish researchers in Science, Technology and Medicine with access to the research literature essential to their work since 2004. In 2005, a similar bid for funding for researchers in the Arts, Humanities and Social Sciences proved successful and from early 2006 negotiations with the major publishers enabled access to be provided to key resources. The increasing shift from print to electronic journals resulting from IReL, but also from the conversion of many of our own subscriptions to online only, can be seen from the following table:

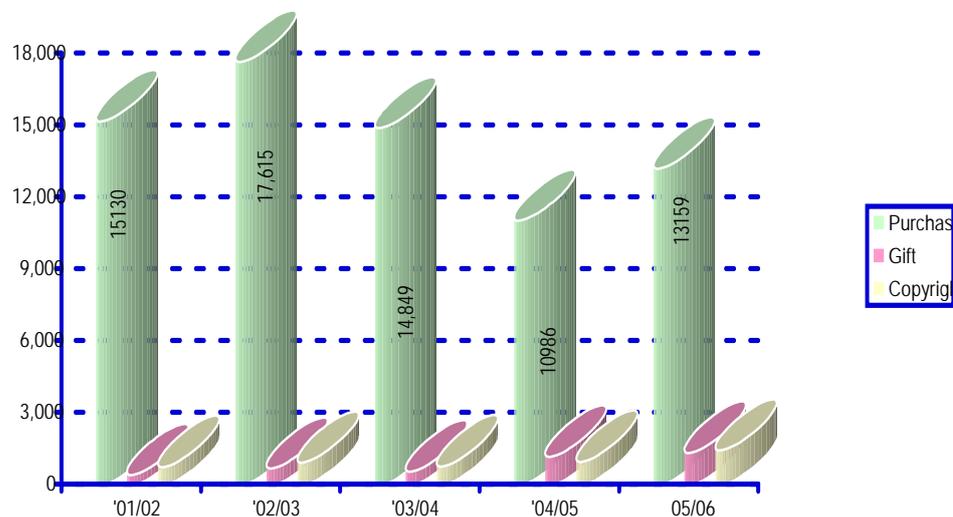
e-Journals holdings Increase 2004-2006			
	30/09/2004*	30/09/2005	30/09/2006
<b>Print subscriptions</b>	2169	2016	1936
<b>E-journals (non IReL)</b>	13019	13011	9829
<b>E-jrnl (IReL paid by NUIG)</b>	273	782	782
<b>E-jrnl (IReL)</b>	2631	3983	15121
* revised eJournals holdings for 03/04			
<b>Total</b>	<b>18,092</b>	<b>19,792</b>	<b>27,668</b>

The cancellation of print subscriptions to titles available electronically via IReL resulted in a saving of €14,513. While some of this saving was used for new journal subscriptions, a considerable amount was reallocated to book acquisitions, thus enabling an increase in the number of volumes purchased. 10,986 volumes were purchased in 2005/2006, a 20% increase on 2004/2005. This is in part due to increased funding contributions from departmental Faculty budgets to the Library of €46,809 - (2004/2005 had been significantly down on previous years due to a decrease in such funding).

Taking Gifts and Copyright acquisitions into account, 15,840 monograph volumes were added to the collection this year. This represents a 21% increase on 2004/2005 (13,035).



Donations to the Library continued to increase in 2005/06 with 1,289 volumes received. Legal deposit was also up at 1,392 volumes.



Summarising acquisitions: 13,159 by purchase, 1,289 gifts, 1,392 by copyright.

The volume of books received by the Library through donations and legal deposit continues to increase each year. Last year we reported 116% increase in donations and 25% increase in legal deposit. This year, we can report a further 14% increase in donations, with 1,289 volumes received, and a 51% increase in legal deposit with 1,392 volumes received. These increases are both a blessing and problem for the Library. The table below shows the % of volumes added over the last few years, which were actively selected by academic and library staff, i.e. those purchased. While many of the donations and legal deposit items received are of great value to the Library, many more are outside the core interests of the University and take staff and shelf space away from material specifically requested and selected. This trend is something which we will need to watch to ensure that collection development is in the areas of most relevance to the University community.

	<b>Purchased</b>	<b>Donations</b>	<b>Legal Deposit</b>	<b>Total Rec'd</b>	<b>% selected</b>
<b>2005/2006</b>	13159	1289	1392	15840	83%
<b>2004/2005</b>	10986	1130	919	13035	84%
<b>2003/2004</b>	14849	524	736	16109	92%
<b>2002/2003</b>	17615	638	882	19135	92%
<b>2001/2002</b>	15130	369	715	16214	93%

Our procedure for claiming outstanding book orders was greatly improved during the year, exploiting to a greater extent the technical functions within our Library Management System. We hope this will greatly improve the speed with which orders are received and also reduce the number of requested titles that never arrive. We also introduced an online order request form, which enables both academic and Library staff to place their book order requests online rather than through the traditional paper request forms. This greatly facilitates copying and pasting from websites or bibliographies. The online form has proved extremely popular, with most orders coming via the form by the end of the year.

Journal expenditure in 2005/2006 amounted to €1,217,912. This represents a 2% increase over 2004/2005, a remarkably low increase given the very high inflation rate in journal pricing. The reason for the low increase is the saving in subscriptions mentioned above, where print subscriptions were cancelled as electronic access to the same titles became available through the IReL initiative. As IReL has increased the availability of online access to resources, backruns of printed Abstracting and Indexing journals have been used very little. For this reason it was agreed by Library Committee that these low-use backruns should be moved to off-site storage to free up some badly needed space within the main Library for other purposes. Backruns of other journals have now been analysed with a view to moving these to storage also, where electronic access is available.

### **Binding Services**

The focus of activity in our in-house bindery has seen a sharp shift towards mending rather than binding, as the number of books being damaged has increased sharply in recent times. During 2005/2006, 1,354 volumes were repaired (a 40% increase on the previous year). During the same period, 718 volumes were bound in-house (a 45% decrease on the previous year). Because of the level of damage being experienced, we have initiated a policy of purchasing hardback editions of books wherever possible and continue to strive to make students aware of the need to handle Library books carefully.

External binding services were also used during the year and 1,307 volumes were bound externally (a 4% increase on the previous year).

### **Inter-Library Loans Service**

Demand for Inter-Library Loans continues to drop as the number of journal titles accessible to us thanks to IReL increases. Between 2004/2005 and 2005/2006 there was a drop of 17% in the number of requests for Inter-Library Loans. However, looking back over the last six years, the drop is much more dramatic with a 43% drop in requests between 2000/2001 and 2005/2006. A similar drop in demand for ILL services can be seen in libraries across the world, reflecting an increasing reliance on electronic access to research literature. In response to this drop, the number of staff assigned to ILL was reduced during the year, with one member of staff being redeployed to an area of greater need within the Library. The service was also

relocated to the Bibliographic Services Office following several temporary homes over the last few years.

The most significant change in the Inter-Library Loans service during 2005/2006 was the completion of a withdrawal from the ILL Cartel that had operated between the Irish health libraries. This service had become a significant drain on resources, with demands for loans from NUI Galway far exceeding requests to other Cartel libraries. For the most part the material we required in the medical sciences was not available in the other Cartel libraries. The withdrawal from the Cartel in conjunction with a general reduction in ILL business has resulted in an 89% drop in the number of ILLs we supplied annually to other libraries between 2000/2001 and 2005/2006.

#### **Summary of Inter Library Loans Business for 05/06:**

	<b>2004-2005</b>	<b>2005-2006</b>	<b>% Change</b>
Number of Items Requested by NUI, Galway	6,282	5,224	-17%
Number of Items Received by NUI, Galway	5,750	4,432	-23%
Number of Items Supplied by NUI, Galway	333	223	-33%
% Supplied by Irish Libraries	31%	24%	

#### **Cataloguing**

13,109 titles were catalogued during 2005/2006. This is a slight (4.3%) increase on the number catalogued during the previous year. Over 100,000 new records were added to the Library catalogue describing the *Early English Books Online* (EEBO) collection. In addition to this, the purchase of **MARCit!**, a MARC record creation facility within our electronic resource service SFX, allowed us to add 3,544 records for e-journals to the catalogue and to enhance the records for 527 other journal titles. As large journal packages have been made available to us electronically via IReL, it has proved impossible to keep the catalogue up to date with these journal additions. **MARCit!** has allowed us to include records in the catalogue for our e-journals easily and efficiently.

19,534 volumes were processed and added to the shelves in 2005/2006, a 7% increase on 2004/2005. During the year a pilot project was carried out, whereby processing of new books was outsourced to book suppliers. As book supply is becoming an extremely competitive business, increasingly suppliers are trying to distinguish themselves on the basis of value-added services. One of these services is the processing (stamping, labelling etc.) of books for a nominal charge. The pilot proved to be very successful and we will be gradually rolling 'shelf ready' purchasing out to other suppliers in the future.

#### **Notable Acquisitions**

Some large online collections were purchased during the year: RSC Archive, Nature Archive, Empire Online and Eighteenth Century Journals Collection II Online.

## **Reader Services Division**

The academic year 05/06 offered substantially enhanced opening hours in term time for all Library users. The introduction of 7 day opening saw access to the Library being extended by 15 hours per week throughout both semesters. In addition, to facilitate Autumn Examinations, the Library opened for the first time on the August Bank Holiday. Students had access to study facilities, Library collections, IT services and self check services from 08.30-17.30.

Library users also enjoyed very much enhanced self-check services, to enable self-service borrowing, return and reservation of material particularly at weekends, when there were no Circulation Desk Services available. Self-service also offered a great improvement in speed of throughput for library patrons at all times. In late December 05 the Library took delivery of two state of the art 3M V-Series SelfCheck systems, and in January 06 the new service was launched and marketed. The easy to use touch screen, and the facility to provide a receipt for both issues and returns thereby making it easier for users to keep track of their transactions, proved increasingly popular with students during the year. Indeed in response to growing demand an additional two 3M Self Check units were installed in August 06 and an Express Self Check area created at podium level.

A difficulty cited in previous reports, and particularly impacting on the services offered by Reader Services, was partially addressed this year when a new storage unit at Ballybane was secured. In the first half of the academic year the facility was fitted out to a high standard to include alarm and fire detection systems. In early summer a project involving the employment of temporary student labour was undertaken to transfer ca 30,000 volumes, consisting mainly of printed abstracts/indexes and unclassified monograph collections, from JHL to the new facility. A thrice weekly retrieval service for requested items is now in place.

The transfer of stock from the basement area of the JHL to Ballybane freed up storage space on site and allowed for a limited weeding exercise on floor 1 of the main library in late summer 06. This project targeted multiple copies of books which had not been used in recent years and resulted in a total of 5,337 items being tagged and identified for transfer to storage in the Library Basement thereby creating more space on the open shelves. This makes the task of shelving material easier, and also enables users to more easily locate material relevant to their needs.

Regrettably, due to a marked increase in the theft of material (library stock, student and staff personal belongings) over the past number of years, the Library has had to invest in improved security facilities. Fifteen security cameras were purchased and installed (12 internal and 3 external), together with a monitor at the main entrance to the Library. In this the first year of operation, the system has already justified the investment, through apprehending those engaged in reported thefts on a number of occasions.

The University was particularly honoured to receive during the year the donation of the Henry Library most recently housed at St. Nicholas Church. The collection comprising 4,500 items mainly dating from the 18<sup>th</sup> and 19<sup>th</sup> century (but including some 16<sup>th</sup> and 17<sup>th</sup> century material), covers the subject areas of theology, history, geography, topography, classical civilisation, literature and travel. The Henry Library

was officially handed over by the Bishop of Tuam, Killala and Achonry, the Right Reverend Dr. Richard Henderson at a function on Wednesday 5<sup>th</sup> July.

Reader Services staff were likewise delighted to be associated with, and play a prominent part in, the organization and running of the University's inaugural *Buy-a-Book Day* event which took place on Thursday 9<sup>th</sup> March. The resulting proceeds, which were divided between the University's charities and the Library's Special Collections, enabled the purchase of a facsimile copy of *Codex Arundel*, a collection of drawings and writings of Leonardo da Vinci.

## **Circulation Statistics**

Circulation activity at each of the Library's three sites showed a small increase during 2005/2006. In summary:

	<b>05/06</b>	<b>04/05</b>	<b>% change</b>
All Transactions	680,311	660,281	3%
Loans	305,879	303,346	1%
Holds	13,520	13,103	3%

As previously highlighted, the Self Check machines proved very popular with students during the year, and by year end, were responsible for over 16% of loans.

## **Photocopying Services**

On foot of the introduction of a new photocopying service supplier in 04/05 the Library registered a record 2,700,765 copies last year. However in the current academic year 05/06 due to the impact of our increased holdings of electronic material, copying declined by 11% to 2,417,755.

## **Assistive Technology Service**

Throughout the year, training was a major focus of the ATS. The senior assistant with responsibility for the service, Bríd McGann is currently engaged in a two year part-time Diploma in Assistive Technology, organized by University College Dublin and the Central Remedial Clinic. The course aims to provide participants with a thorough awareness of Assistive Technology Services in Ireland and knowledge of the range of AT devices currently available. She has been extremely successful on the course, and is now a certified trainer on a major software package - *Texthelp Read and Write Gold*. Specific training was also provided for users of the ATS Service on the use of the software packages *Dragon*, and *Texthelp Read and Write Gold*. The service is also actively contributing to training for Library staff and users in St Angela's College, Sligo on the software package *Dragon NS*.

Pressure on the ATS service both in terms of service requirements and study places continues to increase. There was also a marked increase in the amount of material scanned and edited for students and subsequently made available in a variety of formats. This increase was partly due to the introduction of a new service this year offering dyslexic students the facility of having their material scanned for them. Demand for the soundproof booths also increased leading to the introduction of a booking system.

An ancillary enhancement to our Assistive Technology Service for hearing impaired users was the installation of a Counter Loop system (comprising a loop driver and desk top microphone) at both our Circulation Desk and Information Point Desks. For the hearing impaired person this simple set up enables speech to be clearly understood, as speech is broadcast directly from the staff member speaking to them at either desk to their hearing aid, thereby eliminating any ambient noises.

## **SPECIAL COLLECTIONS & ARCHIVES**

**Acquisitions:** A number of interesting collections were acquired this year, which included:

- The Henry Library, of approximately 4000 monographs on long term loan from the Diocese of Tuam, Killala & Achonry
- Encumbered & Landed Estate Court rentals, microfilm of the O'Brien Collection in the National Archives of Ireland
- 1911 Census returns for county Galway, microfilm from the National Archives of Ireland
- Irish Newspaper Archive, subscription to full text archive of a selection of Irish national and provincial newspapers including the Freeman's Journal and the Irish Independent

Of particular interest to our archival collections was a donation of Douglas Hyde related material from Ms Evelyn Morrisroe Connolly. We were also very pleased to receive transcripts of the Galway Echo from 1980 – 2005; Helena & Tomás Conannon papers; the Frank J Bailey collection and additional Druid Theatre material.

Staff of Special Collections and Archives were involved in a number of initiatives which included a project to digitise 1<sup>st</sup> Edition Galway Ordnance Survey Maps in conjunction with Galway County Library and GMIT Library; planning and creation of enhanced Special Collections and Archives Web pages in conjunction with Web Design team; revision and reprinting of the *Special Collections Resources Guide* and the creation of a selection of new *Information Sheets* on electronic and printed resources

Space is still the major challenge for both areas, with major deficits not just in terms of both storing material, but also in terms of affording reasonable user access facilities.

## **Exhibitions and Events**

Thanks to the continued commitment of our Special Collection Librarians, Marie Boran and Evelyn Flanagan, along with that of Kieran Hoare, Archivist, the library hosted a comprehensive range of exhibitions throughout the year. The year under review commenced with an exhibition to mark the **World Year of Physics** (also known as Einstein year as it celebrated the one hundredth anniversary of the three famous papers that Einstein published in the *Annalen der Physik* in 1905).

This was followed by an exhibition relating to the Galway-Clifden Railway which was arranged to coincide with the *Baboró International Children's Arts Festival* and was promoted in their Festival Brochure.

November saw us mount an extensive exhibition entitled *Regeneration: The West of Ireland 1892-1914: Photographs from the Congested District Board and Connemara Album* which was officially launched by Dr. Tony Varley and included a short talk entitled 'Congested Districts Board and Regeneration' delivered by Dr. Ciara Breathnach. The exhibition, which was on loan from the National Library of Ireland comprised photographs taken by Robert Welch for the Congested Districts Board and a second series of photographs taken in Connemara by Major Rutledge Fair for James Hack Tuke in 1892. As part of the exhibition, the James Hardiman Library displayed its Balfour Album of photographs, which was compiled between 1893-1895 from work by Robert Welch. The exhibition was open to the public and continued to December 18<sup>th</sup>. Other exhibitions included a display of the Library's musical material to coincide with *Múscairt*; an exhibition to promote the University's Buy-a-Book Day and an event to celebrate *Library Ireland Week*. A celebration of UNESCO's World Book and Copyright day took place on April 23<sup>rd</sup>, and in May, Professor Gearóid Ó Tuathaigh launched the seminar entitled '*1916 – Local Dimensions*' and officially opened a 1916 exhibition in the Library to coincide with the event. The exhibition included some fascinating military artefacts which were on loan from the Museum in Renmore Barracks and which attracted a wide range of visitors. The final exhibition of the year was that from the Library's Ritchie-Pickow photographic archive and was the Library's contribution to the celebration of Heritage Week.

## **Information Services Division**

2005-2006 continued to be a period of growth and development for Information Services. New services were developed and existing areas were further enhanced. The division continued to provide front-line information support at the Information Point, Law Information Office, Floors 1 and 2 as well as both The Medical Library and Nursing Libraries. Information Librarians continued to develop their Information Literacy programmes with increasing involvement in curriculum development and provision of embedded modules or sessions.

Information Services launched its first ever Information Literacy programme running over 2 semesters with generic content suitable for undergraduates and postgraduates.

Bibliographic reference management is essential for researchers. The Library has now taken responsibility for training on a long established software package - *EndNote* and led by the Deputy Librarian, John Cox, Information Librarians and Systems staff worked on a project to clear a training back-log across campus.

A template was developed to provide regular training sessions throughout year with appropriate documentation and web support.

**E-resources** - The E-Resources co-ordinator in association with the Web Development Group was heavily committed to putting content in place within the OpenCMS management system. The new page would offer much more user targeted services. Statistics were maintained to offer both monthly and six monthly updates of usage of key resources. However, the major development in ensuring optimum use of and access to the growing collection of full text journals and e-resources, was the implementation of an enhanced version of MetaLib which was re-titled e-knowledge. The new version facilitated cross-searching of a number of resources, as well as quick-search facilities.

Contribution to national initiatives included membership of the IreL Monitoring Group – a group established by the IUA Librarians' Group to ensure maximum

exploitation of the investment in IReL and value for money as measured by usage. NUI, Galway is well represented with the Deputy Librarian chairing the Group and the Head of Information a very active member. The Group is also involved with identification of gaps in coverage, and promotion of IRel within the member institutions.

Information Services continues to play a major part in Collection Development and Management activities, reviewing policy; monitoring funding and also working on a collection development policy in support of broad research categories.

Faculty Liaison - Faculty User Fora continued with varied levels of success. Arts, Commerce and Law faculties had strong attendance from both staff and students. The fora proved a useful method for information services staff to provide information on new services and resources and to listen to issues of service need, directly from the user community.

Deans agreed to facilitate attendance at Faculty Board Meetings by Information Librarians. This should prove very useful for stronger integration into faculty activities and will provide Information Librarians with key information they will need to plan their services.

Information Literacy - the Library launched its first ever Information Literacy programme running from October 5<sup>th</sup> to December 13<sup>th</sup>, with a wide range of sessions to meet a variety of needs. These sessions were mainly provided by Information Librarians and also Information Point and Inter Library loans staff. Bookings were high, with users obviously pleased with this thematic approach. Each session was fully assessed and the overall programme reviewed for future development.

The first ever CONUL Information Literacy seminar took place in DCU on February 2<sup>nd</sup>. With over 80 subject librarians attending from around the country, it was a great chance to share views on information literacy. The seminar had educationalists from UK and Ireland and subject librarian speakers from CONUL Librarians. Kathleen Burke and Niamh Walsh spoke on their Arts Faculty Induction and Development programme, which incorporates all key aspects of information literacy i.e. fully embedded library involvement.

A number of subject specific Information Literacy initiatives were implemented by the Information Librarians. Niamh Walsh and Kathleen Burke were invited by the Arts Faculty to provide a module in support of the Arts Postgraduate Induction and Development Programme. Rosie Dunne and Jane Mulligan provided a similar programme for Science /Engineering postgraduates. In support of the Nursing School, Kate Kelly was invited to embed a module into a programme called Interagency Research. Tim Collins participated in a first year Medical student problem-based learning initiative.

Niall McSweeney, Information Librarians and Rónan Kennedy continued to work on progressing IL issues, including linking to existing blackboard courses; targeted new first year induction course; clearer understanding of e-learning possibilities with distance learners; development of thematic training content and programme for 2006-2007; review of 2005 pilot IL programme; finalizing pilot 2006 project with Celt; information literacy presence on new web page and options for content and development of page in future.

Publications - Information Services produced a number of new publications including new guides to Medical and Nursing Libraries, an Information Literacy Programme guide and a comprehensive Guide to Literature Searching.

Quality and Information Services - The long awaited Library Quality Review Visit came and went during this period. Overall, the visit went well in terms of organization and many IS staff attended plenary sessions and met reviewers during visit. The reviewers' specifically requested meetings with a selection of subject librarians. In supporting the University's departmental quality reviews, it was gratifying to see the involvement of the Library and specifically the Head of Information and relevant information librarian in the review process, meeting each departmental review team. These proved invaluable in terms of discussing library involvement with teaching and learning and research support initiatives.

**Research Support** - Niall McSweeney, Tim Collins and Jane Mulligan provided a number of seminars to NCBES and REMEDI Students. Jane Mulligan participated in a HR sponsored session for researchers entitled 'Seven Steps to Effective Publishing'. Interviews were held for the new post of Research Support Librarian (STM). The Library looked forward to the arrival of the successful candidate later in 2006. The Library was also the major player in a national survey of researchers, with the Survey Group chaired by John Cox and Niall McSweeney Head of Information services also heavily involved.

## **Medical Library**

Right through the year, the Medical Library saw continuous and heavy use by an increasing number of undergraduate and postgraduate students, researchers and academic staff. All library staff were committed to assisting users with their information needs, while the Librarian (Medical Library) had an increasing role as tutor librarian on various undergraduate course modules. Medical Library staff worked closely with teaching staff in assisting them with their reading lists, a fact that was favourably commented on in the various accreditation inspections and departmental reviews held.

This year, the Medical Library took part in the accreditation inspection of the Department of Radiology in October 2005, the quality reviews of the Departments of Anatomy and Physiology the following March, the Department of Occupational Therapy in May and the Faculty of Medicine in June 2006. In addition, the library itself was the focus of its second quality review in November 2005, as part of the review of the James Hardiman Library. In each case the relationships with college departments, and the quality of service offered by the Medical Library, was favourably commented on. The only criticism was the small size of the library, and the lack of space available for expansion, which is a repeated criticism with all visiting groups and assessors. Since the library opened in 1993, the number of seating spaces for users and shelving for the book and journal collections has remained the same. In that time the number of users has increased dramatically as have the specialist services on offer to support their information needs.

The Medical Library also has an increasing role in supporting the research institutes which are being created across the campus. This resulted in the commencement of tutorials held in REMEDI in February and in NCBES in June 2006, with a number of

special Endnote tutorials held in the Clinical Science Institute commencing February 2006.

In addition to the in-house training, which was attended by Medical Library staff during the year, a special one-day training course on using the Cochrane Library was successfully hosted in June 2006. Part of the Continuing Professional Development programme of the LAI Health Sciences Libraries Group, this course was oversubscribed soon after being advertised, by medical and health library staff from the midlands and west of Ireland. This is just one example of the support the Medical Library gives to HSE hospital libraries and other health-related libraries in the region.

Throughout the summer of 2006, as well as planning the content of various modules in Blackboard to support undergraduate courses, much time was devoted to designing the content of the new Medical Library homepage, which went live in September 2006:

### **Nursing Library**

The Nursing Library service in Dangan continued to expand this year. Staff and students enjoyed the light and spacious environment. Book stock was renewed and surveys locally and nationally showed that the Nursing community were also using e-resources intensively. Great strides were made on Information Literacy, with courses such as the Diploma in Mental Health Nursing providing a library module fully embedded and assessed. However the facility was disappointingly quiet at certain times of year perhaps reflecting the unsuitability of location, now that most lectures happen off-site. Progress on the proposed move to the Main Campus is in hand, but slower than we would wish.

### **Library Systems Division**

**Highlights** - This year saw *e-Knowledge* used successfully in full production mode. The period saw incremental improvement, to all the main library systems. It also saw a major increase in the gross content mediated via the library, in particular, as funded by the IReL initiative.

***E-Knowledge E-Resource Portal*** - The purpose of E-Knowledge is to assist students more effectively navigate and exploit the scholarly information environment. E-Knowledge became the default route for the discovery of e-Resources in September 2006. It is now the path to 305 major scholarly databases, all accessible from home, together with 12,157 electronic journals and 346,000 e-books. This number is growing as more publishers implement open Open URL compatibility. With, on average, over 1,000 unique logins per day, and with e-Resource utilisation up substantially, we believe it has been a very successful addition to the electronic services available from the library.

***Library Access Control system and Campus smartcard*** - In conjunction with Computer Services and the Buildings Office, work has commenced on defining the requirements for a library access control system. This system will utilise a campus smartcard mooted as a replacement for the current student/staff identity card. In addition to controlling access, the system will give comprehensive statistics on library occupancy and utilisation.

***EndNote Support*** - The Library assumed responsibility for providing support for EndNote software to staff and students. Activities included initial training of staff in Information Services and Library Systems, development of print and Web documentation and presentation of training to a number of groups in all disciplines. EndNote support has proved highly complementary to training in other electronic resources and demand is steady.

***New Content Management System (CMS)*** - The change in library website design to accommodate the Campus web templates afforded us an opportunity to change the way the site is produced. The previous site, utilised an embedded Perl templating system, not easily used by non-technical staff. We now utilise an open source product called OpenCMS to control and simplify web editing with mixed results. While the addition of standard content is simplified, the development of new functionality for the site is greatly complicated and we are actively seeking to find how this can best be addressed.

***Server Migration to Computer Services*** - So far, 6 library Linux servers have been migrated to Computer Services. In addition 3 new high spec IBM blade-servers have been acquired with a view to application migration and permanent location within Computer Services secure server room.

***Automated Patron Load and Conversion routines rewritten*** - Nightly feeds from MIS of new and updated registration details are now automatically converted to Aleph's Patron Load Information Format (PLIF) XML format and uploaded without any human intervention following a rewrite of our Patron Load routines. The impetus for this work was to accommodate changes to Aleph's input format.

***Institutional Repository Proposal*** - Exploratory work commenced on the establishment of an Institutional Repository (IR), for the long term storage and dissemination of the intellectual output of the University. This work took place preparatory to the submission of a proposal under the Strategic Innovation Fund (SIF) for the establishment of institutional repositories (IRs) in each of the IUA member institutions and a single national portal, populated from the content harvested from the local IRs, which would offer additional services. This initiative will cover a range of publications, but will concentrate initially on peer reviewed papers and theses.

## **Space & Environment**

Reference has already been made to the Library Space Working Group and to the recommendations of the Library Review Group on the need for increased and enhanced Library Space. Small gains this year included the provision of a new storage space in Ballybane for storage of lesser-used material – but this brings to three, the number of disparate Library stores. Space or lack of it also featured strongly in Undergraduate Survey responses. It is now a critical issue for Special Collections and Archives. Design work has commenced on a small extension to the Main Library to provide for the needs of the Nursing students – the facility at Dangan being very underused now that the Centre for Nursing Studies has transferred to the new Árus Moyola – while this is welcome the long stated needs for a Health Sciences Library remain unresolved.

## **Health and Safety**

The Library's Health and Safety Group continued to monitor safety and environmental issues and to promote health and safety awareness amongst Library staff and users. The membership of the group was extended in October 2005 to include representatives of the branch libraries and of seasonal staff.

The Library's Safety Statement and Evacuation Plan were updated and areas of potential risk were identified and dealt with. All Library staff attended briefings on the Library's Evacuation Plan and were encouraged to attend all relevant health and safety training, particularly fire safety and manual handling. An awareness-raising campaign was run to promote user awareness of evacuation procedures.

Ventilation and heating continue to be areas of concern to the group, despite best efforts on the part of the Buildings Office to resolve problems.

## **Library Publications**

**Inform / Nuachtlitir na Leabharlainne** – once again we published three issues of the Newsletter – circulated widely both within the University and to colleagues in other libraries. This year with such an increase in electronic content we were delighted to feature e-Knowledge – the Library's Electronic Resource Portal as a special insert with the July 2006 Newsletter.

Special thanks as ever to the editors John Cox and Hugo Kelly, to John Costello for the illustrations and to Niamh Connolly for production.

**Informal** a internal staff newsletter made its first appearance in the Summer of 2006 providing another forum for the lighter side of Library life and of course, unveiling more hidden literary and journalistic talent in our midst!

**Archives Newsletter** – one issue published this year under the editorship of Kieran Hoare, Library Archivist.

## **Publications/ External Presentations**

### **Marie Reddan**

Skills, Education and Training for Information Professionals: what do we have? What do we need to develop? How do we do it? Panel discussion - Promoting professional practices: continuing skills development for information professionals April 27 – University and Special Libraries Group – Seminar, Dublin, April 27<sup>th</sup>, 2006

### **John Cox**

Cox, J. CONUL research support survey, April-May 2005: report and analysis of national data. (<http://www.conul.ie>)

Refereed articles for Program: electronic library and information systems and Surgeon Journal of the Royal Colleges of Surgeons of Edinburgh and Ireland

Cox, J The CONUL National Research Support Survey 2005: implications for online information provision. ANLTC Seminar on Perspectives on Online Information, NUI, Galway, 27 July 2007. (<http://www.anltc.ie/events/200606slides/0940JCox.ppt>)

What's in IT for me? The impact of technology on library service development. *INULS 2006*, Belfast, 29 June-1 July 2006, (<http://tinyurl.com/3c4r2t>).

### **Marie Boran**

Review of Joseph Byrne. Byrne's Dictionary of Irish Local History: from the earliest times to 1900. Galway Archaeological & Historical Society Jnl. LVII (2005), 228.

### **Kathleen Burke**

"Induction and Development Programme for Research Postgraduates" - presentation to CONUL Advisory Committee on Information Literacy Annual Information Literacy Seminar, DCU, 2nd February 2006

### **Timothy Collins**

Collins, Timothy. 'A footnote in history: HMS *Valorous* and her links with the west of Ireland'. *Hydrographic Journal*, 118(2005): 25-27.

Collins, Timothy. 'Strange kin: Ireland and the American South: Review'. *Journal of the Galway Archaeological and Historical Society*, 58(2006): 194-196.

### **Monica Crump**

'Portals, A-Z, OPAC: Exploring the options for linking users to e-resources' – presentation to ANLTC Seminar Perspectives on Electronic Resources, July 27th, NUI, Galway

### **Ronán Kennedy**

Link Resolvers, UKSG 2006  
Metasearching, LIR Annual Seminar 2006

### **Niamh Walsh**

"Induction and Development Programme for Research Postgraduates" - presentation to CONUL Advisory Committee on Information Literacy Annual Information Literacy Seminar, DCU, 2nd February 2006

## **Memberships/ Committee Memberships (External)**

### **Marie Reddan, Librarian**

CHEST Ireland Board – IUA nominee  
Chartered Institute of Library and Information Professionals (CILIP) - Member  
CONUL - Consortium of National & University Libraries – NUI, Galway nominee  
IUA Librarians Committee (Chair)  
Ex Libris - Aleph Directors Group - member  
HEAnet – Director - CONUL nominee  
HEAnet Higher Education Information Portal Advisory Group (HIPAG) - chair  
IRIS - Director (NUI, Galway)  
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  
National Library of Ireland Readers’ Advisory Committee - Member  
Royal Irish Academy Working Group on the Humanities and Social Sciences – Member  
Royal Irish Academy Working Group on the Humanities and Social Sciences – Infrastructures Committee (Chair)  
SCONUL Advisory Committee on Space – Member

### **John Cox, Deputy Librarian**

Academic and National Libraries Training Co-Operative – Committee Member, Web site manager  
CONUL Research Survey Working Group - Chair  
CHIU Institutional Repositories Working Group – member  
IUA Librarians E-Information Monitoring Group - Chair  
Library Association of Ireland – member  
Chartered Institute of Library and Information Professionals - member  
UK Electronic Information Group – member

### **Marie Boran, Special Collections Librarian**

Library Association of Ireland – member  
Genealogy & Local Studies Group (LAI) – Committee 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 Ireland / An Cumann le Béaloideas Éireann – member

### **Timothy Collins, Medical Librarian**

Fellow of the Library Association  
Library Association of Ireland – Personal Member  
LAI Health Sciences Libraries Group – Personal Member  
CILIP Health Libraries Group – Personal Member  
Institute of Information Scientists – Member  
International Association of Marine Science Librarians (IAMSLIC) – Corresponding Member

European Association of Health Information and Libraries (EAHIL) – Library Representative  
University Medical Schools Libraries Group (USMLG) – Library representative  
Cochrane Library User Group – Member

**Peter Corrigan, Library Systems Administrator**

AUGUKI (Aleph User Group for UK and Ireland representative)

**Monica Crump, Sub-Librarian Bibliographic Services**

AGI (Acquisitions Group of Ireland) – chair  
CONUL Working Group on Copyright and Regulatory Matters – NUI, Galway representative  
IReL (Irish Research Electronic Library) Steering Committee – NUI, Galway representative  
CONUL Collaborative Storage Working Group – NUI, Galway representative  
UKSG (UK Serials Group) – member  
IUA Periodicals Tender Steering Group – member

**Trish Finnan, Librarian Commerce and External Liaison**

British Business Schools Librarian's Group – member

**Evelyn Flanagan, Special Collections Librarian**

Library Association of Ireland – member  
Genealogy and local studies Group (LAI) – Committee member  
Rare Books Group (LAI) – Committee Member  
Library Association of Ireland, Western Region Group - member  
British Business Schools Librarian's Group – member

**Kieran Hoare, Archivist**

Society of Archivists – Member  
Irish Society for Archives - Member  
Galway Archaeological and Historical Society – Secretary

**Kate Kelly, Nursing Librarian**

Health Sciences Library Group (LAI) – Committee member  
LAI Working Group on Information Literacy – Committee member

**Ronán Kennedy, Information Librarian, Electronic Resources**

LIR Committee  
IReL Licensing Group

**Niall McSweeney, Sub-Librarian Information**

ANLTC sub-committee on Continuous Professional Development  
CONUL Advisory Group on Information Literacy  
IREL Monitoring Group  
CONUL National Research Support Working Group

**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

**Jane Mulligan, Librarian Engineering and Science**

University Science and Technology Librarians Group - member

Computing Librarians Group - member

**Niamh Walsh, Information Librarian, Arts & Celtic Studies:**

Library Association of Ireland – member

Academic & Special Libraries Section (LAI) - member

Genealogy and Local Studies Group (LAI) – member

**Library Staff Attendance at Conferences & External Meetings:**

- ACTON Meeting, Dublin, Thursday 24th November 2005
- Online 2005, London, 30 November 2005
- HEAnet Networking Conference – 10-11 November, Athlone
- IATUL / CONUL meeting, Dublin November 11<sup>th</sup>, 2005
- SCONUL Winter Conference, London 29 November 2005
- L.A.I. (GENLOC) Genealogy and Local History AGM plus visit to the Irish Architectural Archive, Dublin, Thursday 8th December
- CONUL – Information Literacy seminar, 2<sup>nd</sup> February 2006
- Annual Conference of the LAI Health Sciences Librarians Group, held in Kilkenny, 23rd – 24th February 2006.
- Swets Customer Forum, Clontarf Castle Hotel, Dublin, March 8th 2006
- LIR Seminar, Trinity College Dublin, March 14th 2006
- LAI Genealogy & Local Studies Group Seminar on photographs in local history, NLI, Dublin, Tuesday 21st March 2006
- IUISC Derry, March 22-24<sup>th</sup> 2006
- Future Leaders Programme, Aston University, 27-30 March and 10-14 July 2006
- UK Serials Group Conference, University of Warwick, UK, April 3rd-5th 2006
- L.A.I. Rare Books Group Committee Meeting, Dublin: NLI, Tuesday 9th May
- IATUL Conference, Porto 22<sup>nd</sup> -25<sup>th</sup> May 2006
- “Galway and the Rising of 1916”, NUI, Galway, 19-20 May 2006
- ACTON Meeting, Dublin, Thursday 1st June 2006
- Annual Conference of the American Library Association, held at the Memorial Convention Center, New Orleans, Louisiana, 26th – 27th June, 2006.
- Irish National and University Library Staff Conference, Queen’s University Belfast, June 29th-30th 2006
- Text Access Meeting, TCD, Dublin, Friday 30th June
- Future Leaders Programme, Aston University, 27-30 March and 10-14 July 2006
- ANLTC seminar, 'Perspectives on Online Information', 27th July 2006
- HR Conference – An Bóthar Romhainn – The Road Ahead, NUI, Galway, Thursday 28th + Friday 29th Sept 2006

25<sup>th</sup> June 2008: Final edit