

National University of Ireland, Galway

James Hardiman Library, 2008/09 Annual Report

Overview

This was a transitional year for the Library. A change of leadership took place following the retirement in September 2008 of Marie Reddan, Librarian since December 1991. John Cox, formerly Deputy Librarian, was formally appointed in September 2009 as University Librarian, following a spell in an acting capacity. The contribution of Marie during her time as Librarian was enormous, and advanced all areas of service hugely, as well as enhancing the status of the Library very significantly on campus and externally. The loss of her knowledge and experience was one of many challenges faced during 2008/09 but was mitigated by her generous sharing of information over the years, the expertise of the Heads of Division, and the strong work ethic of the staff.

Buildings

Buildings-related activity was a major feature of the year. Planning for an Arts, Humanities and Social Sciences Research Building (AHSSRB) adjoining the Library was accelerated from September 2008. This 5,300m² building will provide massively improved facilities for storing and using archives and special collections, as well as enhancing the Library's partnership with AHSS researchers who will occupy the upper two floors of the building. The Library played a lead role in the planning process for the building. Planning permission was obtained late in the year and the commencement of construction work was contingent on a successful outcome for the University's bid under Cycle V of the Programme for Research in Third Level Institutes (PRTLII).

The other highlight in terms of physical environment was the completion of the Nursing and Midwifery Library as an extension of 630 m² to the James Hardiman Library. This building integrates formerly separate library facilities for the School of Nursing and Midwifery into the Main Library building, thus realising longer opening hours, access to other collections and additional seating. The need for a new, purpose-built library was driven by changes in nursing education and the increase in student numbers, which had resulted in greater pressure on space as well as a need for new types of learning space. It provides a modern learning environment with group study rooms, computer suites, laptop-enabled study spaces, and wireless access to the University's networked services.

Online Services

Upgrading of the virtual library also continued. The main development was the implementation of Primo software to provide simpler and more powerful access to the Library's range of information resources.

The Library was the first in Ireland to implement Primo and a significant amount of cross-divisional preparatory work was required to make the new software operational in time for the start of the academic year 2009/10. Its features include a simpler but more functional interface to the Library catalogue, easy transfer of searches to external sources of information and seamless linkage to online full text. The Library's institutional repository, ARAN (Access to Research at NUI Galway), is also searchable through Primo. ARAN moved into production during the year, following initial work to establish its infrastructure. It will play a vital role in enabling open access to the University's research output and is part of the projected RIAN portal which will provide a single point of retrieval for open-access Irish research publications.

Customer Service

In-person support to users remains very important. This was the first year of operation of the new Customer Services Desk in the reconfigured Library foyer. The new desk brings together at a single location a range of circulation and enquiry functions and has a very prominent location close to the main entrance. Complementing it is a new office area for Information Librarians who are now adjacent to the main enquiry desk, having moved down from the upper floors. The new arrangements enable a more integrated service to users in a much more attractive physical environment as well as bringing a number of teams together. A survey of undergraduates in Spring 2009 indicated a continued lack of awareness among students of the variety of supports available to them and shows the need for enhanced service promotion and visibility of staff help.

Information Literacy

In addition to the integration of services just mentioned, a further positive development was the hosting of a new Academic Writing Centre in the Library from September 2009, providing support with writing skills to students and complementing the Library's work on information literacy. The latter included a variety of customised sessions for different programmes and subject areas, along with the development of online courses. A particular highlight was a new online information literacy module for PhD students, funded by the Strategic Innovation Fund and developed in partnership with staff from the libraries of Trinity College Dublin and University College Cork.

Collection Development

In terms of collections, the Library continued to enjoy the benefits of IReL, the Irish Research eLibrary, whose provision of access to a wealth of e-journals and other resources on a national basis has made it indispensable. Library staff at NUI Galway have played a key role in shaping and managing the development of IReL and this remained very much the case in 2008/09. The increased emphasis on online access, coupled with challenges in terms of local storage space, drove a project to prepare for the migration of many printed titles to online-only access. Highlights among some very generous donations

to the Library's archives and special collections were the Brendan Duddy Collection, which provides many new insights into attempts to bring peace to Northern Ireland during a 20-year period from the mid-1970s, and a collection of correspondence between Dr. Niall Walsh, Ballinasloe, and John McGahern which represented a welcome enhancement of our McGahern archive.

Budgets and Staffing

The many positive developments reported in this report are a testament to the commitment of all staff towards providing a better service even in challenging economic times. After many years of growth in staffing and in non-pay budgets, a very significant contraction occurred in 2008/09, reflecting the economic difficulties besetting the country at large. Non-pay budgets were thus reduced by 7%, creating a major challenge for collection development in particular but also in terms of IT investment. An Employment Control Framework introduced nationally in April 2009 meant a suspension of staffing recruitment and non-replacement of vacant posts. As a result, posts of Senior Library Assistant in the Medical Library and of Library Steward, along with the PA to the Librarian and Deputy Librarian posts were not filled.

The suppression of the Deputy Librarian post added impetus to a major restructuring of the senior management team and of staff organisation as a whole in July. The new structure became effective in September and will be reported in more detail in the 2009/10 report. Its aims were a more seamless conjunction of services and a concerted emphasis on areas such as research support, collection development and usage, service promotion, performance measurement and customer focus. All of these areas emerged as priorities from a series of planning exercises as part of a process contributing to the University's strategic plan for 2009-2014. The need at a time of diminishing resources for clarity of focus and direct linkage of all activities to the strategic objectives of the University was evident throughout the year and should become even more pronounced in the coming years as economic downturn creates difficulties but also opportunities, particularly through partnerships on campus and beyond.

None of the achievements of the past year would have been possible without a massive effort on the part of all Library staff, and this report offers a welcome opportunity to recognise their work. The tightening of resources experienced in 2008/09 added to all staff workloads and everyone responded in a very positive fashion which made significant progress possible and which will help the Library to meet the challenges ahead.

The divisional reports and statistics which form the remainder of this report chart service development in greater detail throughout 2008/09, and thanks are due to all Heads of Division and their staff for these summaries and all of the initiatives reported.

John Cox, University Librarian

Bibliographic Services Division

Books and Journals Budget

The budget allocation for books and journals for 2008/09 was 7% less than the previous year. In allocating individual book funds every effort was made to minimise the effect on School book funds, with General Library and Discretionary funds taking the greatest hit.

Migration to Online Journals

A major initiative began in 2008/09 to convert as many of our journal subscriptions as possible to e-journals. E-journals offer many advantages, including wider access for our users both on and off campus. Issues cannot go missing, pages cannot be ripped out as happens with print journals, and a class of 50 or 500 students can all access a key article at the same time when it is available electronically. The handling and storage costs of e-journals are significantly less than those of print journals that need to be checked in, shelved, bound and reshelved every time a user reads an article. Print subscriptions and dual format subscriptions were investigated to see if the e-journal subscription would provide us with perpetual, secure access to previously subscribed years. During the year, we converted 88 titles to e-only format, and did significant preparatory work for converting the vast majority of our subscriptions in the 2010 subscription year.

As well as converting current subscriptions to electronic-only format, work was carried out to investigate overlaps between our print holdings and secure, perpetual online access to the same journal titles through services like JSTOR. This work allowed us to discard over 7,000 journal volumes and 214 volumes of abstracts and indexes. This work freed up valuable space both in off-site storage and more importantly on open-access floors in the Main Library.

Access and Discovery

A new access and discovery system, based on Primo software, was introduced during 2008/09. This offers a single search interface to all of the Library's holdings, whether they are books, journals, databases, research papers in the institutional repository, or journal articles in our subscribed databases. This system replaces the library catalogue and brings 'Google' type access to all of the resources the Library makes available.

Workflow Enhancements

Two initiatives within the Acquisitions department greatly enhanced our workflows and efficiency. The online order form introduced during the year greatly benefits academic staff with easier order placement and tracking. It also allows much more efficient order processing within Acquisitions. The

second initiative involves outsourcing processing of books purchased to the supplier. Our suppliers have always done a certain amount of physical processing of the books for us (barcodes, date labels, etc.), this initiative expanded this service to all processing right down to shelf-labels, so that a great number of the books purchased are now completely shelf-ready on arrival. This greatly speeds up the time it takes for newly requested books to be on the shelf and ready for student use. It also frees up the staff who were involved in book processing for higher-value work.

Stock Taking

A major stock-taking exercise took place during Summer 2009 with all Library staff involved in checking that what the catalogue indicates we have on the shelves is in fact on the shelves and in the correct location.

Significant Donations

- Catherine O'Brien Collection of Italian material donated by Prof. Catherine O'Brien on her retirement (17 boxes of material);
- Jacinta O'Brien Collection of material in Sports Psychology donated by her husband Gearóid Ó Laighin (162 books plus annual stipend to keep the collection up to date);
- Micheál Ó Curraoin collection acquired via Acadamh na hOllscolaíochta Gaeilge for eventual location in Áras Mháirtín Uí Chadhain (5,000 volumes);
- National Roads Authority (NRA) Archaeological Reports relating to NRA projects in County Galway (36 reports initially in both hardcopy and PDF formats).

Monica Crump, Head of Bibliographic Services

Library Systems Division

The three main drivers for Library ICT developments continued to steer, in varying degrees, library systems activities over the year. Firstly, *library management's strategic response* to the changing scholarly information environment was the impetus towards installation of a major new information resources search system, Primo. Secondly, opportunities offered, and changes necessitated by *wider IT initiatives*, particularly those on campus, saw progress towards leveraging single-sign-on via Computer Services CASS (Campus Account Self-Service) initiative, leveraging Computer Services' Oracle RAC service and steps towards migration to the homogenous campus-wide desktop environment provided by UDS (Unified Directory Service) . Thirdly, the potential perceived by library management for *internal process improvements*, while in previous years a major driver, was less to the fore over the period. All the while, the regular knowledgebase updates, service packs and upgrades continued.

Primo

The Primo installation was the central focus of the division over the period. This new portal aimed to be a single point of discovery for all resources: books, electronic journals and databases, including NUI Galway-originated research papers.

A faceted search facility was configured to leverage the work of this and past generations of NUI Galway cataloguers. For many years our cataloguers have performed the equivalent of sophisticated semantic tagging using subject headings from a controlled vocabulary produced by the Library of Congress. This 'descriptive metadata' from a set of retrieved records is 'sliced and diced', 'on-the-fly'. The resulting output gives users a powerful insight into how any retrieved set is composed, allowing searchers to zero in on what we have, to best match what they want.

In order to leverage the NUI Galway scholarly community's input, and further assist retrieval precision and augment bibliographic description, Primo provided facilities for user-contributed semantic tagging, and user-contributed book reviews.

A highly sophisticated "Did-You-Mean?" facility was also made available via Primo. This suggests appropriate search-terms when no hits are retrieved for a query. Utilising statistical natural-language-processing techniques and calculated on our actual catalogue content, this locally computed, and continuously updated word model gives the most locally-relevant suggestions to user input.

Studies have demonstrated that users, including academic researchers, generally only examine the first page of a set of retrieved search results. Accordingly, the ranking or order in which search results are displayed is crucially important. Google has shown how valuable a modern relevance ranking algorithm can be. This criterion was to the fore in the selection of this new search portal.

Digitisation/Repository Service

The Library digitisation service was augmented with a BookEye A3 large format scanner and high-quality Nikon film scanner. The institutional repository, ARAN, was migrated to DSpace 1.5 with Oracle 11g and a permanent handle server for DSpace was implemented. The Creative Commons License was found acceptable to the Technology Transfer Office and was adopted and integrated into the DSpace application.

Maintenance/other activities

- As in previous years, maintenance and upgrades to existing systems saw a number of incremental improvements to SFX, the EZproxy offcampus system, and the Aleph Library Management system.

- Twelve new IGel Library OPAC workstations were acquired, configured and installed; these proved more robust than standard PCs for in-library catalogue access
- 60,000 Marc records loaded to the catalogue from an online resource, *The Making of the Modern World*
- The Verde knowledgebase had these 60,000 e-book records added and preparations were commenced preparatory to Verde's migration from Bladeserver to Virtual Machine.
- Planning for a 21-seat Nursing and Midwifery Library computer suite took place with Computer Services and the new suite became available when this new extension opened later in the year.
- A Reverse Proxy and Load Balancer was installed to improve fault tolerance on the pilot Primo system.
- The Aleph PDS sign-in system was configured to utilise CASS and the Computer Services' LDAP authentication.

Peter Corrigan, Head of Library Systems

Reader Services Division

Physical Environment

The main work of the Division in the academic year 2008/09 was concerned with the physical environment and in particular with the planning for two additions to the James Hardiman Library in the form of a Nursing & Midwifery Library extension and an Arts, Humanities and Social Sciences Research Building (AHSSRB).

The October 2008 to early May 2009 period was marked by intensive work on the AHSSRB project and saw the Head of Reader Services engaged weekly in detailed planning for the building. In addition benchmarking visits were also conducted to Libraries in Boston, Cork and Edinburgh. By early May deliverables on the project had included detailed Room Data Sheets for each space in the AHSSRB along with fully developed floor plans for the building. Thereafter for the remainder of the year work continued on planning for the IT and other equipment required in the building.

Concomitant with the planning of the AHSSRB the Head of Reader Services was also overseeing the final stages of the Nursing & Midwifery Library extension at the southern end of the James Hardiman Library. Activity in relation to signage, fit out and the transfer of stock from the existing Nursing Library took place in the first half of 2009 with the building handed over to the Library in early July. The 630m² extension over three floors offering 112 study spaces, two information skills training rooms, and two group study rooms opened to the public on Monday 13th July. Resolution of the usual post-opening snags continued to the end of the academic year.

In addition to the two major projects outlined above smaller building related developments also took place. During summer 2009 a complete overhaul of the ceiling areas on floor 2 of the building occurred which involved the replacement of ceiling tiles and light fittings along with the upgrade of all ceiling duct work. The resulting improvement to the appearance of the floor, the installation of sensor lighting, and the upgrade to the mechanical and ventilation plant all contributed to the success of the project. The support of the Buildings Office throughout this and other projects was much appreciated. Other building-related developments of note included an upgrade to our signage system and the installation of additional electrical power points on floors 1 and 2.

Opening Hours

The Library was once again in a position during the summer period to offer extended Summer opening hours. From Tuesday 2nd June to Saturday 5th September the Library opened 0830-2200 Monday to Thursday, 0830-1730 on Fridays and from 1000-1700 on Saturdays. We were also open on the two afternoons of the Galway Races and on the August Bank Holiday. Substantial use was made of the Library during the extended opening hours (marking a 7% increase on the same period in 2007/08) and the service enhancement was much prized by our postgraduate population and by those students repeating exams in early August.

Circulation Activity

Circulation activity at each of the Library's three sites showed an increase during 2008/2009 which reversed the downward trend of the previous year. This is shown in the annual comparison table which follows.

	08/09	07/08	% change
All Transactions JHL	565,308	555,022	2%
All Transactions Medical Library	30,131	28,024	7%
All Transactions Nursing & Midwifery Library	32,311	30,545	6%
Total All Transactions	627,750	613,591	2%

Photocopying

The Library renewed the contract with MJ Flood in respect of the Supply of Self-Service Photocopying & Networked Printing Services for another year at the start of the academic year 2008/09.

In 2007/08 the Library registered 1,786,180 copies. However, in 2008/09, due to the continued impact of our increased offerings to users via electronic access, along with the increased ownership of laptop computers among the student body, copying declined by 20% to 1,429,725 copies

Special Collections & Archives

A number of excellent collections were acquired this year, which included:

- Brendan Duddy Archive.
- Ó Curraoin donation (Monographs and Archival Material).
- Dr. Niall Walsh donation of McGahern letters and drafts.
- Sergeant Lyons Collection.
- A collection of books on Irish women of the 18th century (Mrs. Delaney & others).
- Adam Blenkinsop's *Paddiana or Scraps & Sketches of Irish Life* (1847).
- Bible belonging to a branch of the Blake family of county Galway with some genealogical annotation.
- A Visit to Eriu - an account of a visit to Dublin and Galway in 1926 by an English visitor complete with contemporary postcards of places visited as well as a humorous account of his four-day visit.

The following exhibitions took place during the academic year 2008/09.

- **November:** Display of library material to coincide with the 90th anniversary of Armistice Day
- **January:** Display of library material relating to the First Dáil
- **March:** A Powerpoint presentation and book display on Place Names to celebrate Library Ireland Week and Seachtain na Gaeilge
- **April:** Display of our earliest Mathematics books to coincide with the joint meeting of the British Mathematical Colloquium and the Irish Mathematical Society, hosted by the Mathematics Department at NUI, Galway
- **May:** In conjunction with the National Photographic Archive, "For the Safety of All", an exhibition of photographs from the Commissioners of Irish Lights collection launched on 19th May to coincide with the Volvo Ocean Race stopover in Galway.
- **June:** Siobhan McKenna Exhibition, opened by Margaret MacCurtin & Maureen Murphy on 11 June to coincide with the Irish Studies Conference; material from the Joe Burke archive was also displayed in conjunction with this event.

Other Developments

- The now traditional ConTempo Quartet Concerts took place in the Library Foyer ahead of the exam periods on Thursday 4th December 2008 and again on Thursday 23rd April 2009.
- In mid-summer we said farewell to a long established member of the Library Stewards team, Mike Faherty, and marked his retirement with an event in late July.
- Towards the end of the academic year under review the Library began an emergency planning exercise in anticipation of the likely impact of the Swine Flu pandemic ahead of the new semester.

Staff Development and Training Group

The Staff Development and Training Group (SDTG) 2008-2009 programme of events enabled all staff to have an opportunity to participate in over 30 learning opportunities and personal development activities. The Divisional Briefings, Research Centre Briefings and the informal coffee time events all continued to be very popular with staff. Topics were wide-ranging from web 2.0 technologies, institutional repositories, and marketing the library to digital photography and the ever-popular Christmas celebration.

Three library staff members submitted project proposals in respect of the ANLTC (Academic and National Libraries Training Co-Operative) Library Assistant Bursary and the SWETS/ANLTC Award. The calibre and topic selection of all the proposals were high and the SDTG, along with all Library Staff, were delighted to congratulate Maud Conroy on being awarded the ANLTC LA Bursary and Edward O'Loghlen on receiving a commendation in the same competition.

Ann Mitchell, Head of Reader Services

Information Services Division

Information Services had a busy year, consolidating services by creating deeper liaison with the academic community through meeting structures and embedding of information literacy programmes into the curriculum. Support for research deepened, with our bibliometrics expertise coming to the fore.

E-Resources

The Electronic Resources Librarian led a sub-group on interface development for Primo. He also continued to monitor all license issues as well as updating the SFX link resolver service and was involved in a number of e-learning initiatives, including technical issues connected with the Graduate Information Literacy Module and developing a Virtual Learning Centre for the website. He also led the Orientation 2009 team.

Communications

A number of Information Librarians developed pilot online guides for subject support using LibGuides software. These offer interactive possibilities in terms of commenting, responding to library training initiatives etc. They continued to chair College-specific library user fora. These varied in scope and nature but that for the College of Arts was particularly successful in terms of attendance from students, postgraduates and staff and elicited a very holistic viewpoint on library services. Information Librarians attended a number of Quality Review meetings for individual departments and programmes. These

proved very successful in terms of engaging directly with review teams and giving background information on items such as liaison, information skills uptake etc.

Information Literacy

A number of Information Services staff were involved in bringing the SIF (Strategic Innovation Fund) Graduate Information Literacy module for PhDs to completion. It was a project led by NUI Galway over three years with Trinity College Dublin and University College Cork as partners. It is hosted by HEANET and available at www.informationliteracy.ie.

Information Librarians made significant progress in embedding their information literacy modules into course curricula. These include a fully assessed module created with Nursing and Midwifery staff partners and available on Blackboard. The Medical Librarian was part of a Medical School Curriculum Development group. There were other initiatives across the other Colleges.

The LARK (Learning and Research KnowHow) programme developed further in face-to-face mode and as LARK Online. Its generic training strand continued to be reviewed and advanced, with subject-specific strands and cross-over research support strands (i.e. EndNote) being added. Evaluation and recording showed that attendance was good at the start of semester one, but fell away towards its end and during semester 2. Just over 700 students attended these sessions. Information Services agreed to use an events booking system and developed a training statistics template for future usage.

Research Support

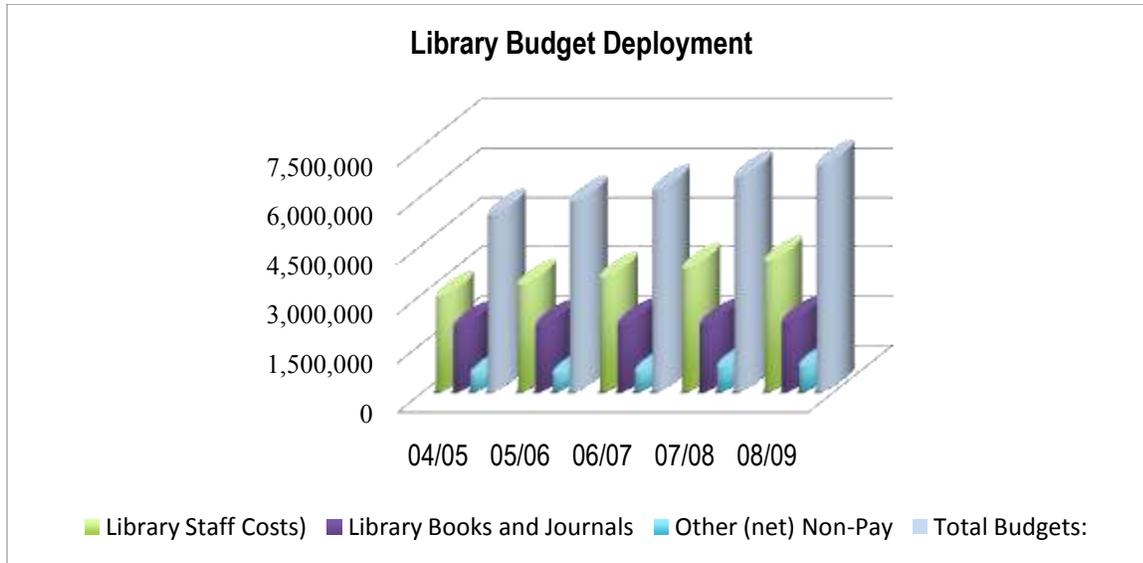
The Research Librarian for STM (Science, Technology and Medicine) developed benchmarking activities, evaluating the University's research profile using citation metrics, and analysed coverage of NUI Galway research in key citation indices. She presented on best practice retrieval and application of bibliometric data to College research committees, Schools and Research Institutes and provided customised profiles for a number of disciplines such as Medicine. This included a bibliometric analysis of the discipline of General Practice for their biennial Report 2007/2009. Three strands of information skills training for STM researchers attracted 500 attendees.

The Research Support Librarian for AHSS took up her post in November 2008. She taught a fully embedded information literacy module on the College of Arts structured PHD programme with over 20 researchers participating. She also developed a range of other training sessions in partnership with Information Librarians also.

Both research support librarians played a strong role in terms of advocacy for the ARAN institutional repository. They did this by providing seminars on open access publishing and ARAN to core research institutes (DERI, MRI, NCBES, REMEDI), Colleges and Schools and were contributing speakers at seminar series organised by the Centre for Excellence in Learning and Teaching. Finally, the Library had a very successful Research Support stand at the Postgraduate Open day and had many enquiries as a result.

Niall McSweeney, Head of Information Services

Library Statistics



	04/05	05/06	06/07	07/08	08/09
Library Staff Costs)	€3,260,026	€3,486,674	€3,757,399	€3,989,660	€4,218,721
Library Books & Journals	€1,996,125	€2,045,000	€2,032,725	€2,115,000	€2,062,771
Other (net) Non-Pay	€543,328	€608,729	€753,690	€782,872	€632,249
Total Budgets	€5,799,479	€6,140,403	€6,543,814	€6,887,532	€6,913,741

