

## **Supporting Paper 2**

### **Outcomes from the Library Survey**

#### **Summary of Results:**

[Staff = Staff/research postgraduate; Student = Undergraduate/taught postgraduate]

#### **Materials & Services**

- The move towards the virtual library, including off campus access, is highly regarded, particularly for electronic journals (even more requested!), databases and Voyager, where online renewals are very popular. There are concerns about access to past journal issues if subscriptions are cancelled and to older journals, not yet available electronically.
- Books and other media, including paper journals, are still extremely important in libraries for browsing, ease of reading (comfort and health) and quality of reproduction. The absence of many important resources in electronic versions is also noted and the problem of printing costs where only e-versions are available.
- The shortage of course related (reading -list) books is a major concern for students in all Schools.
- Staff note the lack of up to date items and are concerned about cut-backs.
- Library staff are highly regarded by staff and students. More information specialists would be welcomed by staff, particularly for research support and training.
- The presence of fines is unwelcome amongst staff and (the size of fines) amongst students.
- The lack of support for archives/special collections, if this reduces other acquisitions, is qualified by the recognition that such collections will be very important for some disciplines and could be of national/international significance.
- A courier service between libraries is requested by staff and students.

#### **Access & Training**

- A 'better than Google' search engine will be welcome if users can also elect to search single or a selection of resources; the resource each result came from is clear; and searching is quick with high quality, and not too many, results.

- Extended opening hours (evenings and weekends) are requested for study, reference and self service purposes.
- More information literacy training, embedded in taught curricula, is broadly welcomed. Students have a preference for a brief introduction to the library and networked services (with the provision of Athens/Shibboleth passwords) at induction, followed by a more extensive course-related information literacy session later in the semester, and subsequent training as appropriate.
- The current systems in most libraries for inter-library loan forms, store and book requests are considered antiquated and time consuming.

### **Library Space**

- The Library as a, largely, quiet space to study is very important, particularly to students and those who share office space.
- More space for group work and social facilities such as a café area would be welcomed but not at the expense of quiet study space.
- Store is unpopular: "*Store is a pain*".

### **Location & Structure**

- The convenience of libraries close to Schools is highly regarded. Although a significant minority would support consolidation – a highly modern 'flag ship' library is sometimes mentioned – any changes would need to be justified on the basis of clearly improved services and facilities.

### **Reprographic Facilities**

Other than printing and black & white photocopying facilities, other reprographic facilities are valued in the following priority order:

Scanning > Colour photocopying > Colour printing > Binding > Large format photocopying > Fax service.

### **Quick wins?**

- Extend off campus access to resources
- Ensure that all students and new staff receive Athens (Shibboleth) passwords at library induction.
- Improve communication between library and academic staff to obtain reading lists

- Increase the multiple copy budgets for libraries (from capital funding?)
- Provide for loan and/or sale module packs, containing relevant journal articles and other reading materials, for students
- Provide web-based inter-library loan, store and book request forms
- Improve the efficiency of the service from Stores
- Increase the availability of computers at ASSL, without loss of desk study space
- Introduce combined printing/photocopying payment systems
- Extend library opening hours for reference use, particularly at key times such as exam periods
- Extend wireless technology throughout the library service
- Provide a return box outside every library

**Longer term actions?** [Dependent on funding]

- Explore commercial and other systems with the aim of developing a 'better than Google' search engine for the library resources
- Extend library opening hours for self service use
- Make provision for information specialists to provide enhanced information literacy training and research support
- Reduce or eliminate the items held in Store
- Expand the courier service
- Modernise and enhance services & facilities but consolidate with care

# Recommendations from the Questionnaire Survey of Research Committees

## 1. Method

As part of the University's Library Review, a four item questionnaire was developed by INSRV and the Library Review Group and distributed to School Research Committees in March 2005.

By 29 April 2005, responses from 24 Committees had been received and recommendations are summarised below. Two responses were returned from CARBS and four from MEDIC. These are collated in the summaries.

The full report, including the raw data and a copy of the questionnaire, is available from Alison Weightman (WeightmanAL@cf.ac.uk).

## 2. Recommendations

\* Reinforcement of findings from the Library Survey.

### 2.1 Library support for researchers including the 2007/8 RAE preparations

The recommendations for enhanced services are given below on the basis of School responses to a series of tick box questions and to the free text question '*In what way(s) might the Library develop the services provided in relation to the School's preparations for the 2007/8 RAE?*'.

- Increase funding for key research texts and e- & print journals\*.  
Purchase electronic back-files of journals, and printed back-files to fill gaps.
- Enhance access to electronic journals\*.
- Offer tailored training\* and information to researchers particularly through seminars/teaching sessions, but also by one-to-one training and newsletters.
- Introduce electronic inter-library loan ordering/provision, book ordering and store requests\*.
- Information specialists/site librarians to discuss with their individual Schools the enhanced services that might be offered to support the RAE preparations. There is support in the majority of Schools for:
  - The provision of information to complete reference details & provide impact factors.
  - Assistance with systematic literature searching and review articles.
- Purchase unique research collections and archives and digitise currently held collections in some Schools [see Section 4 in the full report].

## 2.2. Ease of location of databases relevant to the School's research programmes

|               | Easy  | Fairly easy  | Difficult                     | Not aware of location  | No response |
|---------------|---|--|-------------------------------|--|-------------|
| <b>School</b> | CLAWS<br>COMSC<br>EARTH<br>JOMEC<br>MEDIC <sup>1/4</sup><br>MUSIC<br>PSYCH<br>SOHCS | CARBS <sup>1/2</sup><br>DENTAL<br>EUROS<br>MATHS<br>MEDIC <sup>1/4</sup><br>SONMS<br>WELSH | HISAR <sup>1/2</sup><br>OPTOM | BIOSI<br>CARBS <sup>1/2</sup><br>CHEMY<br>ENCAP<br>HISAR <sup>1/2</sup><br>MEDIC <sup>1/2</sup><br>PHRMY<br>RELIG<br>SOCSI | ENGIN       |

### Recommendation:

- Improve the web pages, including the access arrangements to School specific databases and other information resources. This should take into account the huge range of information resources that Schools regard as databases (see Section 4.3 in the full report).

Specific suggestions were also made by individual Schools and these will be followed-up by the relevant site heads/information specialists.

# Recommendations from the Questionnaire Survey of Learning & Teaching Committees

## 1. Method

As part of the University's Library Review, a four item questionnaire was developed by INSRV and the Library Review Group and distributed to School Learning & Teaching Committees in March 2005.

By 26 April 2005, responses from 18 Committees had been received and the recommendations arising are summarised below. It is our understanding that the healthcare schools (DENTAL, MEDIC, PGMDE, SOHCS, SONMS) are in the process of reorganising and reforming their learning & teaching structures.

The full report, including the raw data and a copy of the questionnaire, is available from Alison Weightman (WeightmanAL@cf.ac.uk).

## 2. Recommendations

\* Reinforcement of findings from the Library Survey.

### 2.1. General improvements in library support to teaching staff

Recommendations are listed below *in priority order* on the basis of suggestions made by two or more Schools.

- Retain, and enhance, specialist librarian support and proximity of service to Schools\*.
- Enhance the availability of resources to students & staff, particularly reading list books, and retain quiet study space near these collections\*.
- Improve the provision of individual journal articles on reading lists for students.
- Minimise the removal of items to Store as this prevents browsing\*.
- Attempt to reverse year on year reductions in library allocations\*.

## 2.2 Support for the University objective of embedded information literacy skills

Recommendations are listed below *in priority order* on the basis of suggestions made by two or more Schools.

- Draw on and share good practice from the Schools where collaborations between library and academic staff are working well to support embedded information literacy training\*.
- Offer proactive and regular reminders to staff and students of the facilities & services available\*.
- Retain and improve orientation/induction sessions for new students.

## 2.3. Ease of location of databases relevant to the School's learning & teaching programme

|               | Easy  | Fairly easy                               | Difficult               | Not aware of location        | No response                               |
|---------------|---|---|-------------------------|------------------------------|---|
| <b>School</b> | CLAWS<br>JOMEC<br>(staff)<br>MATHS<br>PHRMY | BIOSI<br>CHEMY<br>ENGIN<br>LEARN<br>WELSH | COMSC<br>MUSIC<br>SOCSI | OPTOM<br>JOMEC<br>(students) | ARCHI<br>CPLAN<br>EARTH<br>ENCAP<br>EUROS |

Recommendation:

- Improve the ease of access to School specific databases, and other related information resources, on the Information Services web pages. This should take into account the huge range of information resources that Schools regard as databases (see full report).

Specific suggestions were also made by individual Schools and these will be followed-up by the relevant site heads/information specialists.