



Annual Report 2011/12

Library & Information Services Division



UNIVERSITY of LIMERICK
OLLSCOIL LUIMNIGH

40 years of Innovation
1972 - 2012

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INTRODUCTION

Welcome to the Annual Report of the University of Limerick's Library and Information Service Division. The Library enables teaching, learning and research at UL by providing high-quality scholarly resources, information service and dedicated learning facilities. The Library continued to be a very busy place during the academic year 2011/2012 with record numbers using our services in person and on line. Despite severe financial constraints the Library undertook a number of key initiatives to improve collections and facilities for the University community.

During the year the Library continued to building library collections to enhance research and teaching at the University. This included the Library Information Resources Development Committee (LIRD) allocation of funds towards the increased purchase of reading list material and the acquisition of the 26,000 volume Springer e-book collection. Success in securing funding for IReL to the end of 2013 was most important as it is critical to teaching and research in all subject areas. During the year UL's use of IReL included 204,850 downloads from Science Direct and 199,873 downloads from JSTOR. The recently established National Dance Archive received and listed 26 collections from a variety of dance genres.

The Government announcement in November 2011 to postpone capital investment including phase two of the Library was very serious as the Library was designed for 6,500 students but is now dealing with over 11,000 students. Students are experiencing severe over-crowding and the completion of library phase two was to double the number of library study spaces.

The Library's pay and nonpay budgets were further reduced in 2011/12, adding to annual cuts since 2008. Expenditure on operational costs was severely curtailed and only critical library services could be maintained. Library staff levels were further reduced in 2011/12, with the non-replacement of six posts which affected service availability and opening hours.

Despite the challenges of space and finance a significant number of improvements were made to the library learning environment and library services provided. Many improvements were a response to the Library's customer satisfaction survey LibQUAL, which was run in February 2012. These included the creation of a Postgraduate Reading Room, the zoning of the Library to increase dedicated silent and group space and improvements to internet connectivity. The Library's support for researchers was strengthened this year with the development of a research skills module. *Realising Your Research Value: from Literature Review to Getting Published* is a programme consisting of three workshops: Finding research information and keeping up to date, Reference management including EndNote and Getting published and maximising research impact.

I wish to express my sincere appreciation and thanks to all those who supported the Library in the past year and in particular to library friends and donors, to colleagues in departments across the University and of course to all the library staff. Together, their generosity, commitment and effort enabled the Library to deliver relevant collections, excellent services and a supportive learning environment to the university community.

This annual reports demonstrates the very positive improvements made to library services in the past year. I would welcome any feedback from you on these or other library matters.

Gobnait O'Riordan
Director, Library & Information Services Division

COLLECTIONS AND RESOURCES

Library collections

The Library worked with faculty in all departments to continue building significant library collections in support of research and teaching at the University. The Faculty Librarians commenced work with the academic department to develop specialised collection development plans arising from the overall Collection Development and Management Policy. These departmental plans will specify criteria such as selection, acquisition, stock management, format, retention and replacement. This initiative will allow the Library to work actively and closely with academic departments and research centres to ensure that their needs are known and taken into account, while providing a strategic approach to the development of the Library's collections.

Customer feedback received from the library survey, LibQUAL, indicated a gap in the provision of access to main texts and readings. The Library Information Resources Development Committee (LIRD) responded with a significant allocation of funds towards the increased purchase of reading list material.

This year saw a continuing trend in the acquisition of books in electronic format. A particular focus was placed on the purchase of individual ebooks across all disciplines where the print version was held in the Short Loan Collection, multiple copies of a text were needed, and where large cohorts of students were studying at a distance.



The Library collections were added to by over 26,000 books published by Springer from 2005 to 2012 through the purchase of the Springer eBook collection. Springer eBook Collections offer accurate reproductions of high quality Springer print book publications, together with all the added benefits of an online environment, including exceptional search capabilities and bookmarks. Data in the first year indicated that the collection is being well used in UL, with usage on a par with that of similar universities in the UK.

The Springer eBook Collection provides researchers with convenient, instant access from multiple locations, including library, office, home or wherever they are, and covers 13 subject areas:

- Behavioural Sciences
- Biomedical & Life Sciences
- Business & Economics
- Chemistry & Material Science
- Computer Science
- Earth & Environmental Science
- Energy
- Engineering
- Humanities, Social Science & Law
- Mathematics & Statistics
- Medicine
- Physics & Astronomy
- Professional and Applied Computing



The Library provides access to over 30,000 quality peer-reviewed online research publications, journals, databases and index & abstracting services, as well as ebooks through the IReL consortial purchasing scheme.

IReL is the Irish Research eLibrary, a nationally funded electronic research library developed and managed by the seven IUA Librarians. During the year funding for IReL resources was successfully secured to the end of 2013. Funding and support for IReL is provided by the HEA (Higher Education Authority), SFI (Science Foundation Ireland), DJEI (Department of Jobs, Enterprise and Innovation) and the IUA (Irish Universities Association). Researchers and students at UL have continued to make very high use of the journals, databases and ebook collections, with over one million articles downloaded in the year, including the following from IReL resources:

ScienceDirect	204,850 downloads
JSTOR	199,873 downloads
Academic Search Complete	81,901 downloads
Historical Abstracts	70,694 searches
Wiley Blackwell	59,619 downloads
Irish Newspaper Archives	51,580 downloads
Business Source Complete	44,423 downloads
SpringerLink	31,008 downloads
Sage	29,856 downloads
HeinOnline	20,971 downloads
Web of Science / Web of Knowledge	18,546 searches

A number of historical newspapers were added to the Library's electronic collections in 2011/12, through a collaborative arrangement with Mary Immaculate College. Historical Newspapers provides over 100 years of full text to the New York Times, the Chicago Tribune, the Chicago Defender, the San Francisco and the Irish Times.

The donation of an archive of the doctors' newspaper *Medicine Weekly* was accepted by the Glucksman Library and Graduate Entry Medical School. The founding editor of *Medicine Weekly*, Robert Love – who now works with the M+C Group, a Dublin-based medical marketing agency – presented the archive to the Library in March 2012.

National Dance Archive of Ireland (NDAI)

One of the most significant recent developments was the establishment of the National Dance Archive (Cartlann Náisiúnta Damhsa na hÉireann) by the Library and the Irish World Academy of Music and Dance. The NDAI represents an important contribution to the culture and history of dance in Ireland. The Archive collects and makes available dance material of Ireland in all genres, including ballet and traditional, social, contemporary, urban and world dance. The Archive seeks to forge links with dancers, scholars, choreographers, companies and organisations of dance in the wider community. The development of the National Dance Archive was supported by the Arts Council and Dance Research Forum Ireland. In 2011/12 the archive, located in the Special Collections Department, received and listed 25 collections. These include:

Domy Reiter-Soffer Collection: Domy Reiter-Soffer, born in Tel Aviv, became a member of the Irish Theatre Ballet, Ireland's first professional ballet company in 1962, and danced as a guest with the Cork Ballet Company. In 1964, he moved to the UK, where he became a member of the London Dance Theatre, The Western Theatre Ballet at Saddler's Wells and The Scottish Ballet. He has also been a guest artist with major American ballet companies, among others, the New York Contemporary Dance Company, The Pittsburgh Ballet Theatre, American Ballet Theatre 2, Ballet Met, The Ohio Ballet, and the Bat Dor Dance Company. From 1975-1989 he acted as artistic advisor and choreographer of the Irish National Ballet.

Dance Theatre of Ireland Collection: Dance Theatre of Ireland was founded in June 1989 by Robert Connor and Loretta Yurick, former members of the Dublin Contemporary Dance Theatre. Since its inception, the company has created and produced some 40 dance works for theatre, festivals and television, and presented and commissioned work of international choreographers to introduce dance in its wider context to the Irish audience. The company has toured most major venues in Ireland and participated in some of the most prestigious festivals and theatres in Europe, Korea and the USA.

Patricia Mulholland Collection: Patricia Mulholland (1915-1992) was a choreographer of folk ballet – Irish mythology interpreted by Irish dancers to Irish music and song. She is regarded as one of the most influential figures of twentieth-century Irish traditional dancing and the founder of Festival Dance, a specialised form of Irish dancing which focuses on the individuality of each dancer's style.

Joyce Richardson Collection: Joyce Richardson's career in dance has taken many forms, including music videos and touring in popular musicals such as *Jesus Christ Superstar* and *Westside Story*. She collaborated with great Irish performers, including Maureen Potter, Brendan Grace and Ronnie Drew. Joyce Richardson discovered flamenco in Jerez, Spain, and later trained in Spain and London with great flamenco stars such as Maria Maya, Belen Maya, Javier la Torre, Esperanza Linares and Ana Salazar. She began teaching flamenco in 2005 and in the same year founded her Dublin-based company, Aires Flamencos.

Special Collections

The Library's Special Collections Department provides an important contribution to research and research-led teaching at the University and also contributes to the educational, social and cultural life of Ireland and, in particular, the Shannon region. Its historical collections on or about Limerick continued to grow this year.

The department was successful in bidding for funding from the NDLR to digitize a rare Irish eighteenth century architecture volume by a Limerick author, "A General Treatise of Architecture: In Five Books" by John Aheron. The objective was to create a learning resource from Ireland's first printed book on architecture and to make this valuable work available to all researchers in an open source environment. The work was printed for the author in Dublin by John Butler, on Cork-Hill in 1754 and only 14 copies of this work are registered with institutional libraries.

Special Collections also secured funding for an exhibition of the photographic collection of the Armstrong family of Moyliffe Castle, Tipperary from the National Heritage Council. The exhibition,

hosted in the Library as part of National Heritage Week generated a waiting list of 150 members of the public who were interested in accessing the Moyaliffe Archive.

One of the most significant additions to the Library's special collections in 2011/12 was a first edition of the W. B. Yeats book 'Four Plays for Dancers,' was donated to the National Dance Archive of Ireland in the Library. The book belonged to Sara Payne, a dancer and teacher at the Abbey Theatre School of Ballet from 1928 – 1931, during which time she performed in the dance plays that Yeats revived. This significant publication was donated to the National Dance Archive by Sara Payne's daughter and son, Orlaith and Julian Kelly. Sara Payne was an English ballet dancer and teacher who worked at the Abbey Theatre from 1928 -1931 and then the Gate Theatre 1935-1945. Her papers have also been donated to the Archive by her family and including programmes and press cutting pertaining to ballet in Dublin from 1929-1945. Professor Meg Harper, Yeats scholar and Glucksman Chair in Contemporary Writing in English at UL, described the book as "an exciting resource, stressing as it does Yeats's engagements with political violence, religious controversy, gender instabilities, and aesthetic form." Of particular interest to Yeats scholars are the annotations for possible movement, sound direction and players' cues and that the book originally belonged to the Abbey Theatre actor Joseph O'Neill, who also performed in Yeats' dance dramas.

The department also announced the acquisition of several inscribed and annotated books by Sir Stephen De Vere (1812-1904) a polemicist, poet, MP, famine relief activist and country gentleman of Curragh Chase and Monare, Foynes. The beautifully bound books were donated to the Library by Sylvia C. P. Reynolds on behalf of the O'Brien family.

The Library of the Royal College of Surgeons in Ireland donated a library of books from Barrington's Hospital, Limerick to the Glucksman Library. This antiquarian collection of 18th and 19th century books formed the medical library of Barrington's Hospital. Barrington's Hospital was founded by Joseph Barrington and his sons, Matthew, Daniel, Samuel and Croker, for the relief of the poor of their native city in 1829. In 1833, a medical library was formed in the boardroom and books were donated mostly by the medical staff. Access was allowed every day, except 1.30 p.m. on meeting days.

The Bourke Drinan Family donated five landscape sketches by John Henry Campbell (1757-1828) to the Glucksman Library. The watercolours in monochrome are gathered in a 19th century portfolio compiled and sewn by the artist with an image painted by him on the cover. J.H. Campbell was born in Herefordshire, England but trained at the Dublin Society Drawing School. He was a prolific landscape painter concentrating on the Dublin and Wicklow areas. Other examples of his work are to be found in the National Gallery of Ireland. The sketches are available for consultation in the Special Collections Department of the Library.

Developments in digitization

Activities in digitisation and digital services were more formally integrated into the Library's structure during the year. The Technical Services Department was expanded to include the Digitization Unit and the Institutional Repository. A Digital Services Working Group was established to guide the development of a large-scale repository which will give access to the digitised material, all of which is of important cultural significance. This repository, with a planned launch of the summer of 2012, will allow researchers to interact with material in a more usable fashion. To

support this development, work commenced to enhance the Library's digital services infrastructure. State-of-the-art digitisation equipment was purchased to support a dedicated imaging lab. The physical area together with a defined staffing component to support the services is planned for the coming year.

The Library's Digitization Unit completed the scanning of 1,718 postcards from the Fr. Leonard Collection which is housed in the Special Collections Department. The postcard collection provides a wealth of images of Limerick City and County dating back to the 1900s and includes images of Limerick docks, King John's Castle, the Shannon and many more. These digital images are now being added to the University's Institutional Repository which is available from the Library's website

Other work digitised during the period included:

- A list of land claims from 1700, related to land tenure in late 17th and early 18th century Ireland
- Making the links: towards an integrated strategy for the elimination of violence against women in intimate relationships with men: a study commissioned by Women's Aid
- Maps of Lixnaw, Co. Kerry, 1765
- A bound manuscript relating to the members of the Limerick Club in the early nineteenth century
- Massy Diary
- 18th Century Indentures related to Munster
- Limerick City and County postcard collection

Management of collections

A number of developments in how the Library manages its collections occurred this year. A large-scale project commenced in 2012 to create growth space for library collections up to 2016. Lesser used material was withdrawn and relocated into storage. The project, which was completed in summer 2012, involved the handling and movement of almost every item on floors 1 and 2 of the Library.

The project to replace barcodes on all library stock with RFID tags was also completed this year. RFID is a stock management tool that is widely used by many different sectors but in libraries, RFID greatly speeds up circulation and improves the security of materials. While many libraries have converted small collections using this technology, the Glucksman Library was the first academic library in Ireland to transfer its entire stock to RFID technology.

The Technical & Digital Services Department began the implementation of a new technology called EDI Quotes, which allows completely electronic ordering of library stock. This will bring great benefits to faculty, library staff and borrowers, as it will speed up the ordering process, reduce duplicate handling of orders and ultimately enable books to reach the shelves and the readers in a shorter time.

SERVICE EXCELLENCE

Measuring customer satisfaction

The Library ran the customer satisfaction survey, LibQUAL, in February 2012 and much of the year was taken up with analysing the results, creating a response plan and delivering improvements to library services in response to user feedback. Over 2,000 undergraduates, postgraduates and faculty took the survey.

Main findings of the survey

- The overall scores improved since we last ran the survey in 2009 and continued a trend of improvement since the first survey in 2007.
- The results indicated that customers were particularly satisfied with the Library's customer service and how they were treated by library staff.
- Taught postgraduates were the most dissatisfied group, being particularly unhappy with the provision of quiet space and core texts. Undergraduates are most dissatisfied with the building. Faculty had the highest satisfaction levels.
- Providing access to main texts and readings was the question prioritised as most important, while giving users individual attention was of lowest priority to respondents.
- The areas listed below emerged as those in need of consideration with a view to improvement.
 - Access to reading list material
 - Services for taught postgraduates
 - Staff understanding the needs of their users, particularly postgrads
 - Logging in to electronic resources from home
 - Library website
 - Building (noise, overcrowding, internet connectivity)
 - Unauthorised users in the library

The positive comments we received about our service are encouraging and we continue to focus on customer service as an area we want to do well in:

The library staff are extremely professional in their work. They have always been very helpful and patient with me whether in person or by email. I think the interlibrary loans service in particular provides an essential function. They have always been thoroughly efficient and very generous with their time and effort to all of the library staff I think a great deal of credit is due from all who pass through its doors. Well done!

Our faculty librarian is personally brilliant to deal with, and makes a genuine effort to help us individually, I can't say enough about her.

I think the library gives wonderful access to resources in a lovely environment, which always inspires me to work well, and only wish that I had reason to visit it more regularly.

The library on UL campus is excellent. It's a really good place to study and do work. It's brilliant that there is a connection for your own laptop at each space and the spaces are all near the books you

want so you don't have to pack up if you need to get another book. I always know I'll get what I want to do done, when I go to the library.

I am amazed at the quality and quantity of material and the variety of media available to students through access to the library. It's humbling sometimes. Excellent service all round.

Responding to customer feedback

A LibQUAL action plan was agreed and implemented in summer 2012, with many changes, outlined below, being greatly welcomed by library customers.

Postgraduate students

A sizeable space on floor 1 was reconfigured to create a Postgraduate Reading Room

Study space

A number of initiatives were introduced to improve customer satisfaction with the library building. To respond to the variety of study environments required by users of the library all areas of the Library were zones as silent, quiet, group and phone zones. A student noise monitor was employed to assist with noise management during peak hours, in addition to Security and Library staff.



Improving Wi-Fi and internet connectivity throughout the Library

Close to 80% of library users study in the Library with their laptops. Fast and reliable internet access is an essential requirement for readers, so they may quickly access the Library's electronic resources, ebooks, ejournals and the web. Readers expect excellent internet access in all areas of the Library and feedback from the survey indicated that this was an area of library services in need of improvement. Peer As a result, the Library made a sizeable investment in improving Wi-Fi throughout the building and internet connections on all desks.

Main texts and readings

The provision of key texts and reading list material was prioritised by Faculty and Librarians with the support of the Deans. The Library Information Resources Development Committee (LIRD) agreed a significant allocation of funds towards the increased acquisition of reading list material. Borrower entitlements for both undergraduates and postgraduates were increased, to enhance access to library materials. The opening hours of the Short Loan Collection, which contains high demand reading list material, were extended to remain open at all times when the building is open. A new service to allow borrowers to pay their book fines online was introduced which allowed students to resume borrowing during out of service hours.

Access to electronic resources

The Library's web services were improved in a number of ways to improve access to electronic resources. A number of changes were made to simplify access to the Library's electronic resources from home. The Library catalogue was upgraded and delivered a more modern and user-friendly interface with many new features.

Customer services

There was a strong commitment in 2012 to improve and up-skill the front-of-house staff in handling basic to more complex information queries and increasing their knowledge of the wealth of information resources available to the library's users. As a result, a detailed training programme was put in place, which involved scheduled group information sessions and one-on-one sessions on a variety of information resources. In tandem with this, a clear desk referrals process for information queries was established, which clarified, the type of complex subject queries which should be referred on to the specialist librarians.

RESEARCH AND TEACHING SUPPORT

Information skills provision

The information skills programmes, delivered by the faculty librarians each year, enable students to become knowledgeable, skilled and confident in how they navigate the vast information landscape available to them. Faculty librarians are increasingly devoting much of their time to teaching information skills to groups of students, staff and researchers. In 2011/12, a total of 466 staff hours were spent delivering orientation sessions, post-orientation and information skills training sessions. The number of person-hours received by users in orientation, post-orientation, information skills sessions totalled 7,646. To further the development of the Library's information skills programme, one faculty librarian completed UL's Specialist Diploma in Teaching, Learning and Scholarship in 2010 and a further two more completed the programme in 2011 and 2012.

Information literacy survey of Irish academic staff

In 2012 the CONUL Advisory Committee on Information Literacy conducted a survey of academic staff in the Irish university libraries to gain feedback on the nature, value and impact of the input of a librarian to specific courses and modules across all undergraduate programmes within the CONUL institutions. UL participation in the survey was high and among the key findings it was found that academic staff:

- Assess their students' information literacy skills and knowledge by paying attention to the quality of the bibliography or reference list produced by students; looking for evidence that their students have read widely and cited a range of sources, and seeking evidence that students understand key concepts or theories contained within the literature.
- Recognise that library staff input leads to improvements in the quality of sources used by students in projects and assignments and improved student engagement with course content and materials.
- Indicated that library staff involvement in their course or module allowed them to tap into a source of expertise outside of their own and introduced them to other resources and services available to students and staff.
- Recognise the information expertise of library staff and the contribution they make to ensuring their students can find, evaluate and use good quality sources in their assignments.
- In some cases believe the input of library staff leads to improved student grades.



First year and international students

The Library ran the peer advisor programme for the second time, following its success in semester 1 of 2010. The role of the peer advisors is to assist new students with library usage, and to refer students to library services such as the Information Desk, the Faculty Librarians, referencing support, the appropriate part of the UL website and so on. They also directed

students to a range of university services and provided a much needed level of support in the evenings and in the weekends. During their time in the Library in 2011 the Peer Advisors handled 9,500 individual queries from library users, covering everything from 'where can I find' queries to assisting people with the library's e-resources. The initiative was very successful, and was much availed of by new students, many of whom are more inclined to seek help from their peers than from university services, particularly at the time when they are making the transition to third level study.

Research consultations

The suite of information services provided by UL librarians to support the research needs of library users was further developed this year. A purpose-built consultation area was created to accommodate complex information referrals. In addition, a new online "Ask Us" service was introduced during the year. Users submit their queries via the online form available on the library website. Queries are referred to the relevant librarian and answered within 48 hours. The Ask Us service was further developed later in the year with the introduction of an instant messaging Chat service available from the library website.



Research skills module

As part of the Library's contribution to strengthening the impact of UL research, this year the Information Service developed a new training module for researchers. *Realising Your Research Value: from Literature Review to Getting Published* is a module consisting of three workshops:

1. Finding research information and keeping up to date
2. Reference management and Endnote
3. Getting published and maximising research impact

The Library submitted the research skills module to the Graduate School for inclusion in a possible Specialist Diploma in Research Methods.

Bibliometrics, getting published & research impact

In June 2012 the Research Support Librarian, with the faculty librarians, ran a series of five workshops for faculty and researchers on Maximising your Research Impact. It was the second year that these workshops were run for faculty and they were again very well received. Faculty and researchers from all four faculties attended, and workshops were tailored for each faculty.

- Choosing in which format to publish your research
- Using impact factors to identify top journals in your fields
- Alternative methods of publication – Open Access
- Ensuring that all your funding requirements are met
- Understanding your rights regarding copyright and re-use of your work
- Understanding different bibliometric measurements
- Using bibliometric tools to measure research impact

EndNote & bibliographic referencing

In addition to the new research skills programme, the Research Support Librarian continued to deliver the popular bibliographic referencing workshops on EndNote regularly through 2011/12, as part of the Graduate School's programme of generic and transferable skills for postgraduate research students.

University of Limerick Institutional Repository

The University's institutional repository was established as part of an IUA Librarian's group project funded by SIF. The project created local repositories in all seven Irish universities, which then populated a national portal, RIAN, designed to showcase Irish research. The UL institutional repository, ULIR, currently has over 1500 research publications including peer-reviewed journal articles, conference papers and posters, theses and reports and more than 700 digital archival items, making historically valuable items such as 18th Century Limerick publications available internationally. The ULIR allows open access to UL research output and as such receives a much wider audience than that of subscription databases. This raises the research profile of the University and greatly increases the opportunities for collaborations and, importantly, citations.

In 2011/12 the Library concentrated on making UL content available to the new European harvester OpenAIRE, for research funded by the European Research Council and Framework 7 to comply with funding agency open access mandates. A further focus for ULIR was to work with the Research Office to integrate the IR with the new Research Information System.

EXTERNAL ENGAGEMENT

Visits and events

Some of the Library's most significant engagement with the wider community takes place through Special Collections events, visits and launches. The following notable developments took place in 2011/12.

Minister for Arts, Heritage and Gaeltacht Affairs visits Library

On the 12th of October the Glucksman Library welcomed Jimmy Deenihan the Minister for Arts, Heritage and Gaeltacht Affairs, to view the Maurice Walsh papers in the Special Collections Department. Maurice Walsh, from Ballydonoghue, Listowel, was best-known for novels such as 'The Key above the Door' and the short story 'The Quiet Man'. Walsh was one of Ireland's best-selling authors of the 1930's and his papers are held at the University of Limerick Library.

AHSS Conference Reception

Special Collections hosted a reception and small exhibition for conference delegates attending *Behind the Lines: Women, War and Letters 1880-1922* Conference on Saturday 9th June 2012

National Heritage Week

The Special Collections Department hosted an exhibition during National Heritage Week from 20th to 28th August 2011. The exhibition was open to the public and was based on the photographic collection of the Armstrong family of Moyliffe Castle Tipperary. The exhibition received coverage in both local and national newspapers. The exhibition was transferred to Thurles Public Library in June 2012 for a three month period where it was so well received that it was retained for a further three months.

Ryan's Fancy: donation of an audio-visual archive

At a reception in the Irish World Academy on 10th of October, the Library accepted the donation by Denis Ryan of a digital copy of his personal audio-visual archive. Denis Ryan, originally from Newport, emigrated to Canada and formed the critically acclaimed group Ryan's Fancy. His career as a musician and television host spanned over forty years. This contribution from his personal collections will be archived and will serve to preserve and share the story of cultural icons Ryan's Fancy, who paved the way for future generations.

Regional engagement

Library services at University Hospital Limerick are delivered by UL Library and provide information and research support for HSE staff working across the Mid-West region, as well as medical and nursing students based on clinical placements.

During 2012 a new Collection Development & Management policy was developed to ensure that the Library's resources continue to support the clinical, instructional and research needs of staff and students in UHL. Following this, the book collection was substantially developed, with over three hundred new titles added across medicine and surgery, nursing and allied health disciplines. During the summer months, a new interface for the online catalogue was also introduced to enable users to search for and locate library materials more easily.

A number of new electronic resources were acquired, including UpToDate, a widely-used point of care information tool, and a quick-reference ebook collection published by Lippincott Williams & Wilkins. These resources, which are accessible from any PC, ensure that clinicians have ready access to the latest health information to support patient care.

In addition to delivering regular training and classes on information and research skills in UHL, the Library also contributed to a series of workshops on literature searching organised by the UL GEMS Centre for Prehospital Research. In May, a successful open morning on Evidence-Based Practice for Social Care Practitioners was held in the Library, with attendees from across the HSE Mid-West region. The Library also helped to support the introduction of a new weekly journal club organised by the Department of Medicine in the Hospital.

Other external engagement on the part of the Library included providing work experience opportunities for local transition year students and student librarians during the year and providing library access and services to many UL alumni and businesses in the Limerick region as part of the fee-based service. Also in 2011/12, as part of shared access schemes, the Library accepted visitors from other institutions wishing to consult UL's collections as well as facilitating many UL students to visit other libraries throughout Ireland and the UK.

National and international engagement

The Library engages with the external community in the region, nationally and internationally, on a number of levels. Nationally the Library is represented by the Director on the Consortium of National and University Libraries (CONUL) and the Irish Universities Association (IUA) Librarian's Group. The Library is also a member of the UK Society of College, National and University Libraries (SCONUL). Members of library staff represent the Library on various committees of the Library Association of Ireland (LAI), LIR HEAnet User Group, Academic and National Library Training Co-operative (ANLTC), Irish Research eLibrary (IREL) committee, the Acquisitions Group of Ireland (AGI) and the IUA Institutional Repositories Committee.

In 2012, as part of CONUL's long term planning, a number of cross-institutional task and finish groups were established to investigate and scope out new areas of strategic importance to Irish libraries. All of the UL Library Management Group participated in these groups and two were chaired by UL managers. The areas identified by CONUL as strategically important were:

- Metrics
- Skills sets and professional development
- Clusters of expertise
- Unique and distinct collections
- Research support
- Digital content services
- Library as place
- Legal deposit

LIBRARY MANAGEMENT

Library Phase 2

In November 2011, the Government announced postponements to its plans for infrastructure and capital investment 2012-2016, which included the postponement of the proposed extension to the Glucksman Library. The public-private partnership process for this project had already reached advanced planning stages including the securing of planning permission, with the next steps being Government permission to sign contracts and the beginning of the construction phase. Planning for the extension had already involved a significant amount of work on the part of the Library and University. The delay is very serious as the Library was designed for 6,500 students but is now dealing with over 11,000 students. Students are experiencing severe over-crowding and the completion of library phase two was to double the number of library study spaces.

This severe shortage of space is detrimental to the University's goals to enhance the quality of the student experience and increase research at UL.

University archive

Management of the University archives was transferred to Special Collections Department following the retirement of the University Archivist. The UL archive includes material such as records of Governing Authority, Academic Council, Deans Council meetings and their committees, as well as annual reports, newsletters, bulletins, prospectuses and other UL publications. Work this year included carrying out a full inventory of documentation held in Plassey House archives and rehousing documentation in archival quality storage. An on-going activity is identifying and removing duplicates to further increase available storage space and reduce storage costs.

Library finances and staffing

The Library's pay and nonpay budgets were further reduced by 5% in 2011/12, following repeated annual cuts since 2008. Expenditure on operational costs was severely curtailed so that critical library services could be prioritised. Such essential services included the book fund, subscriptions for electronic resources and periodicals, and inter library loans. The addition this year of the management of the University Archive put further pressure on the Library's budgets, to include archivist and storage costs.

Library staff levels were further reduced in 2011/12, with the retirement of two senior library assistants, two library assistants and the departure of two library attendants. The cuts to the pay budget were such that most of these posts could not be replaced. These staff shortages put a strain on library services which although somewhat alleviated by the Library's continued programme to deliver self-service options to users and to automate as many processes as possible has reduced service availability and opening hours.

Staff training and development

UL Specialist Diploma in Teaching, Learning & Scholarship

To further the development of the Library's information skills programme, one faculty librarian completed the Specialist Diploma in Teaching, Learning and Scholarship in 2010 and a further two more completed the programme in 2011 and 2012. This UL programme aims to enhance the skills of new academics/librarians with teaching responsibilities in the areas of communication, presenting research, interacting effectively with learners and building confidence and competence in academic writing and publishing.

Information desk up-skilling programme

This year considerable emphasis was placed on the up-skilling of the Information Desk staff. The design and scope of the training programme was informed by the LibQual results and followed the merger of the Information Desk and Borrower Services desk the previous year.

In conjunction with Reader Services and Information Services, a training schedule for up-skilling desk staff was devised and rolled out. The programme was compulsory for core desk staff and optional for all other desk staff. The programme started with a discussion on the LibQual results followed by a half-day session with a facilitator and the Library's major stakeholders to understand the needs of the customer in the academic environment and how to develop a stronger awareness of the teaching, learning and research environment in UL. The next phase of the schedule was provided by McGrath Barrett Associates for a bespoke training session to all staff working on the Information Desk. This workshop consisted of an introduction to the reference interview, question types, compiling and planning searches and searching the web using Google/Google Scholar and other search engines. Following on from this, over a period of several weeks a series of tutorials covering subject databases were given by librarians to all desk staff. The sessions were designed to scope out knowledge of the full range of resources available to the user and how best to access those resources. Follow up sessions are planned and phase 2 of the programme will be carried out next year.

Other training activities

Staff attended a wide range of external programmes on job specific training, such as QuestionPoint training, Talis webinars, Dewey Classification DDC23. A number of staff attended the MSOffice training provided by HR including Word, Excel, SharePoint and SharePoint advanced and also the soft skills programmes provided by HR including Time Management, How to Deal with Difficult People, Communication & Creativity Skills, Self-marketing.

Mandatory training is monitored to ensure that all the relevant staff receive manual handling training, emergency evacuation training, Dignity and Respect in the Workplace and PDR reviewer and reviewee training.

Limerick city cultural tours

Civic engagement and contribution to the cultural life of the region is a strategic priority of UL. As part of this goal and as a staff engagement activity, the Library organised guided

tours of Georgian and Medieval Limerick for its staff, 30 of whom attended. These tours also enabled staff to increase their awareness of the resources and cultural history of the region.

Professional development activities

The Library continued to support the ANLTC training programme by funding attendees where appropriate. Three members of the library management group began leadership programmes this year, one in the Future Leaders Programme run by the Leadership Foundation in the UK and two in the Leadership Development for Support Managers Programme in UL. One library manager completed the Future Leaders Programme in the UK.

Senior management and librarians attended a wide range of work-related conferences throughout the year. A number of staff attended the 4th International Conference on Qualitative and Quantitative Methods in Libraries, the UK SCONUL Annual Conference “Demonstrating Impact and Maximum Influence” and OR 2012: the 7th international conference on Open repositories. Other conferences which included participants from UL Library included the Annual Joint Conference LAI CILIP Ireland, “Transforming Libraries and Information Services”, the CILIP Rare book Conference “Speaking truth to power: making special collections work in times of recession”, the CONUL Colloquium, the Health Sciences Librarians Group Annual Conference and the LIR seminar, “Collaboration in the cloud Blue skies or Grey”.

Library staff 2012

Director's Office

Gobnait O'Riordan	Director
Kathleen Crowley	Administrator

Administration

Ciara McCaffrey	Head, Administration
Michelle Breen	Librarian, Administration
Liz O'Sullivan	Librarian, BTiS
Helena Feighan	Administrator

Information Services

Aoife Geraghty	Head, Information Services
Donna O'Doibhlin	Librarian, Education & Health Sciences
Micheal O'Haodha	Librarian, Engineering
Liz Dore	Librarian, Science & Architecture
Patti Punch	Librarian, Arts, Humanities & Social Science
Peter Reilly	Librarian, Kemmy Business School
Michelle Dalton	Librarian, University Hospital Limerick
Patsy Walsh	Library Assistant, University Hospital Limerick
Sinéad Keogh	Librarian, Research Support & Institutional Repository

Anne Butler	Senior Library Assistant, Institutional Repository
Breda Dundon	Library Assistant, Institutional Repository

Reader Services

Mary Dundon	Head, Reader Services
Mags O'Connor	Senior Library Assistant
Helen Enright	Senior Library Assistant
Marie Dineen	Senior Library Assistant
Gail Chapman	Library Assistant, Information Desk
Dympna Gillman	Library Assistant, Information Desk
Angela Mc Namara	Library Assistant, Information Desk
Monica Curtin	Library Assistant, Information Desk
Breda Murphy	Library Assistant, Information Desk
AnneMarie O'Brien	Library Attendant
Brid Glynn	Library Attendant
Carol Harman	Library Attendant
Jeddie McHugh	Library Attendant
Gio Lynch	Library Attendant
Gwen Dineen	Library Attendant
Sean Cafferkey	Library Attendant
Julie Ward	Library Attendant
Mary Meaney	Library Attendant
Tracy Howard	Library Attendant
Carmel Bourke	Library Attendant
Noel Tobin	Library Attendant

Technical & Digital Services

Caleb Derven	Head, Technical & Digital Services
Justine Bennett	Librarian, Cataloguing
Cora Gleeson	Librarian, Acquisitions
Anne Mc Mahon	Librarian, Electronic Services
Mark Gallagher	Senior Library Assistant, Technical & Digital Services
Judy Carmody	Senior Library Assistant, Cataloguing
Dolores Whelan	Library Assistant, Acquisitions
Evelyn Doherty	Library Assistant, Acquisitions
Gerardine Ahern	Library Assistant, Cataloguing
Trudy Kenny	Library Assistant, Acquisitions
Eileen Costello	Library Assistant, Cataloguing
Ronnie O'Neill	Library Assistant, Cataloguing
Sean Fox	Library Assistant, Acquisitions
Joan O'Connor	Library Assistant, Electronic Services

Special Collections

Ken Bergin	Librarian, Special Collections
Jean Turner	Senior Library Assistant, Special Collections
Siobhan Morrissey	Library Assistant, Special Collections

DATA & STATISTICS

About the Library

Library space in square metres	6900
Study spaces	1450
Study spaces with PC's	174
Study spaces with wireless internet access	1100
Study spaces with wired internet access	629

Statistics

	2009-10	2010-2011	2011-2012
Total book stock	324,781	326,149	333,983
Books added in year	14,589	13,797	11,088
Electronic books	197,531	224,416	198,513
Print & electronic journals	65,447	65,383	63,472
Bibliographic & full-text databases	191	194	188
Items in ULIR	246	541	2,171
Loans	193,443	191,276	207,537
Full-text article requests	n/a	1,084,975	1,044,695
Library visits	938,637	927,793	922,334
Hours delivering information skills training	238	460	466
Person-hours received by users in information	3,990	7,638	7,646
Library staff (FTE)	56.5	50	48.5