

*Library & Information Services Division*

*Annual Review*

*2008*

## CONTENTS

|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>EXECUTIVE SUMMARY</b>   | <b>5</b>  |
| <b>2</b> | <b>LIBRARY DATA 2007/08</b>  | <b>7</b>  |
| <b>3</b> | <b>LIBRARY &amp; INFORMATION SERVICES DIVISION</b>                 | <b>8</b>  |
| 3.1      | Overview   | 8         |
| 3.2      | Library Mission  | 8         |
| 3.3      | Vision   | 8         |
| 3.4      | Values   | 8         |
| 3.5      | Management Structure   | 10        |
| <b>4</b> | <b>LIBRARY MANAGEMENT - REVIEW 2007/08</b>                         | <b>12</b> |
| 4.1      | Overview   | 12        |
| 4.2      | Library and Information Services Building Phase 2                  | 12        |
| 4.3      | Quality  | 13        |
| 4.3.1    | Quality improvements in the library                                | 13        |
| 4.3.2    | Analysis of LibQUAL library survey                                 | 13        |
| 4.3.3    | QIFAC projects completed   | 13        |
| 4.4      | Bolton Library   | 14        |
| 4.5      | Marketing and Communication  | 14        |
| 4.5.1    | Library newsletter   | 14        |
| 4.5.2    | Internal library communication                                     | 14        |
| 4.5.3    | Library Ireland Week   | 14        |
| 4.6      | Staffing   | 15        |
| 4.7      | Finance  | 15        |
| 4.7.1    | Book fund  | 15        |
| 4.7.2    | SIF 1: IUA Librarians Group: Open Access to Research Output        | 15        |
| 4.7.3    | SIF 1: UL Graduate Studies: Expansion of Postgraduate Education    | 15        |
| 4.7.4    | SIF 2: IUA Librarians Group  | 16        |
| 4.7.5    | SIF 2: Shannon Consortium: Library Network Support Services (LNSS) | 16        |
| 4.7.6    | UL HEA Research Equipment Renewal Grant Scheme                     | 16        |
| 4.7.7    | University Strategic Fund  | 16        |
| 4.7.8    | PRTLTI   | 16        |
| 4.7.9    | Ulster Bank Enablement Fund  | 16        |
| 4.7.10   | Irish Research e-Library (IReL)                                    | 17        |
| 4.8      | CONUL Colloquium   | 17        |

|          |   |           |
|----------|---|-----------|
| <b>5</b> | <b>INFORMATION SERVICES – REVIEW 2007/08</b>          | <b>18</b> |
| 5.1      | Overview  | 18        |
| 5.2      | Information Skills Training                           | 18        |
| 5.2.1    | UL/Ulster Bank Enablement Fund competition            | 18        |
| 5.2.2    | First year orientation                                | 18        |
| 5.2.3    | Find it Fast  | 19        |
| 5.2.4    | EndNote training                                      | 19        |
| 5.2.5    | Subject-specific training for faculty and researchers | 19        |
| 5.2.6    | Drop-in training for access students                  | 19        |
| 5.3      | Collection Development                                | 20        |
| 5.3.1    | IReL funding extended                                 | 20        |
| 5.3.2    | IReL impact survey                                    | 20        |
| 5.3.3    | New additions to collections                          | 21        |
| 5.4      | Academic Reconfiguration                              | 21        |
| 5.5      | Information Service Developments and Innovations      | 21        |
| 5.5.1    | Podcast and maps                                      | 22        |
| 5.5.2    | Referencing sources                                   | 22        |
| 5.6      | Borrowing in Other University Libraries               | 22        |
| 5.7      | Off Campus Access to Electronic Resources             | 22        |
| <b>6</b> | <b>READER SERVICES - REVIEW 2007/08</b>               | <b>23</b> |
| 6.1      | Overview  | 23        |
| 6.2      | Increased Self-Service                                | 23        |
| 6.3      | Customer Feedback Mechanisms                          | 23        |
| 6.3.1    | Comments, compliments, complaints                     | 23        |
| 6.3.2    | Recommend a book                                      | 23        |
| 6.3.3    | Missing items procedure                               | 24        |
| 6.4      | Fines Amnesty   | 24        |
| 6.5      | Noise Management                                      | 24        |
| 6.6      | Dedicated Space for Postgraduates                     | 24        |
| 6.7      | Instant Digital Signage                               | 25        |
| 6.8      | Organization of Library Book Stock                    | 25        |
| 6.9      | Single Services Area                                  | 25        |
| <b>7</b> | <b>TECHNICAL SERVICES REVIEW 2007/08</b>              | <b>26</b> |
| 7.1      | Overview  | 26        |
| 7.2      | Server and Software Upgrades                          | 26        |
| 7.3      | Institutional Repository                              | 26        |

|           |  |           |
|-----------|--|-----------|
| 7.4       | Specialist Cataloguer  | 27        |
| 7.5       | Library Website Update                                       | 27        |
| 7.6       | 360 Search   | 27        |
| 7.7       | Portico  | 27        |
| <b>8</b>  | <b>STAFF DEVELOPMENT - REVIEW 2007/08</b>                    | <b>28</b> |
| 8.1       | Overview   | 28        |
| 8.2       | In-house Training  | 28        |
| 8.3       | Human Resources Training                                     | 29        |
| 8.4       | Other UL Training  | 30        |
| 8.5       | Academic and National Libraries Training Cooperative (ANLTC) | 31        |
| 8.6       | Other External Training                                      | 31        |
| <b>9</b>  | <b>SPECIAL COLLECTIONS - REVIEW 2007/08</b>                  | <b>33</b> |
| 9.1       | Overview   | 33        |
| 9.2       | Archives Received  | 33        |
| 9.3       | Books Received   | 33        |
| 9.4       | Distinguished Visitors                                       | 33        |
| 9.5       | Significant Purchases  | 33        |
| 9.6       | Events and Receptions  | 34        |
| <b>10</b> | <b>STRATEGIC ISSUES</b>                                      | <b>35</b> |

## **1 EXECUTIVE SUMMARY**

This review presents the activities, developments and achievements of the Library and Information Services Division for the period June 2007 to May 2008.

### **Library and Information Services Building Phase 2**

Planning for the library extension (LISB2) and the refurbishment of the current library (LISB1) continued to be a key activity during the past year. Working with the National Development Finance Agency (NDFA) and Mott Mc Donald & Co., a full output specification, detailed Room and Area Data Sheets and a facilities management document have been completed. We have submitted plans to the Department of Education and Science for funding the refurbishment of LISB1. It is expected that our proposals, together with those of three other partners, will go to tender in September 2008.

### **Collections**

The quality of library collection remains a critical issue for library users. The budget allocation for AY2007/08 saw a further significant increase and ring fencing of the library's book fund. The commitment to continue this level of increase for the next two years will, by the end of the period, allow us to upgrade our collections in response to user demand.

The extension of the IReL funding for e-journals by the HEA and SIF for a further two years will ensure that we continue to access a significant range of electronic resources in Science, Engineering, Arts, Humanities and Business. Faculty and researcher support of IReL, in particular their response to the IReL users survey, was a significant factor in this extension of funding.

### **Service Improvements**

In response to the results of the UL Student Satisfaction Survey and the library's LIBQUAL Survey we developed a series of low-cost actions to improve the library experience. These included upgrading of self-service borrowing and returns facilities, provision of dedicated areas for silent study, postgraduate student study area, designated area for mobile phone use, revised maps and signage to collections, and the implementation of a customer feedback facility.

We have continued to develop our provision of information skills in different formats, through orientation, tutorials, tours, lectures, our web-based tutorials and through printed booklets and documentation. This year saw the development of a print and web guide to referencing and a podcast orientation tour of library facilities.

We have completed the initial stage of developing a UL Institutional Repository and Digital Archive facility. This was funded by the HEA Strategic Innovation Fund

based on a collaborative proposal from the seven IUA libraries. The library is at an advanced stage of developing a programme of web-based instruction modules aimed at postgraduates. Funding for this project was secured from the UL SIF.

### **Strategic Issues**

Collection development, the continued planning for phase 2 of the library building and phase 1 refurbishment will continue to be key strategic activities for the year ahead.

A review of staff deployment and organizational structures will be undertaken in the next year to provide for library development needs and ensure alignment with university strategic priorities. Development of services in response to reader needs will be prioritized but will be dependent on the funding available. We will continue to optimize external funding opportunities to enhance library services

The Library and Information Services Division is dedicated to meeting these challenges so that we can better support the teaching, learning and research needs of the university.

Gobnait O’Riordan  
Director, Library and Information Services Division

## 2 LIBRARY DATA 2007/08

|  |  |
|--|--|
| Area                                       | 9170 m2  |
| Seating                                    | 1100 Glucksman Library<br>350 Campus Reading Rooms |
| Group Study Rooms                          | 21   |
| Catalogued books                           | 308,000  |
| Items added to stock in 2007/08            | 13,430   |
| Print and electronic journals              | 43,070   |
| Bibliographical and full text databases    | 139  |
| Loans                                      | 202,682  |
| Short loans                                | 23,618   |
| Inter library loans                        | 4,036  |
| Information desk enquiries                 | 16,240   |
| Current staff establishment (includes RML) | 71 (6 males, 65 females)                           |
| Branch library                             | Regional Medical Library                           |

### Library budget

The budget for library materials for the accounting period 1<sup>st</sup> October 2007 to 30<sup>th</sup> September 2008 was €1,745,200, of which €670,000 was ring-fenced for the book fund and the remaining €1,075,200 was allocated to annual journal and database subscriptions.

### **3 LIBRARY & INFORMATION SERVICES DIVISION**

#### **3.1 Overview**

The Library and Information Services Division provides resources, facilities and services in support of teaching, learning and research within the university. The university library is situated in the Glucksman Library and Information Services building and there are several campus reading rooms available in other parts of the university. In addition, the division administers the Regional Hospital Library in Limerick and the University Archive.

#### **3.2 Library Mission**

The University of Limerick Library supports the teaching, learning and research activities at the university by providing quality information resources, education, support and facilities to students, faculty, staff and researchers. To achieve this, the library will:

- Build collections to support current and future needs
- Provide quality services and seek continuous improvement
- Provide a safe and secure physical environment which encompasses the best traditional library practices and state-of-the-art resources and study facilities
- Listen and respond to customers' needs promptly and efficiently
- Treat all library customers with fairness and courtesy
- Provide appropriate training courses and guidance to enable each reader to make the most productive use of all information resources
- Co-operate with resource sharing, research and other initiatives at regional, national and international levels

#### **3.3 Vision**

Our vision is to be a vibrant and pioneering library service providing high quality scholarly resources and services, and an environment that encourages reflective and collaborative inquiry, so that the library enables the University of Limerick to achieve excellence in teaching, learning, research and community service.

#### **3.4 Values**

Knowledge and Education

We affirm the fundamental value of libraries in learning, research and the sharing of knowledge.

We hold important our role as a partner in the library and information community in which we collect, preserve and enable access to information.

We take responsibility for our own learning and growth to become more effective in our work.

#### Intellectual Freedom and Integrity

We support academic and intellectual freedom and the individual's right to privacy, confidentiality and fair access to information.

#### Valuing People

We encourage respectful, open and honest interactions and communications, which allow individuals to work productively and effectively.

We act with courtesy, professionalism and integrity in dealing with library users and colleagues.

#### Collaboration

We are committed to working together and sharing knowledge, with each individual taking responsibility for his/her work and for overall team effectiveness.

We participate in partnerships within the university and beyond to benefit library services and collections.

#### Service Excellence

We promote consistently high standards to ensure high quality in services to library users and colleagues. We take responsibility for being responsive and positive in providing library services.

We strive to provide excellent collections to library users.

We aim to meet the challenges of a continually changing academic and information environment.

#### Initiative and Creativity

We aim to contribute to the university's pioneering and innovative spirit by encouraging innovation and responding creatively to new challenges and service improvement.

We value innovation and creativity in enhancing library effectiveness.

We are willing to take risks and to learn.

### 3.5 Management Structure

#### Management Team:

- Director
- Associate Director
- Head of Administration
- Head of Information Services
- Head of Reader Services
- Head of Technical Services

#### Areas of Responsibility:

**Associate Director**  
Staff Training & Development  
Management Information  
Quality Programme

**Administration Department**  
Human Resources  
Finance  
Regulatory Matters (FOI, Safety, Copyright, Licensing, Data Protection)  
Business and Technical Information Service (BTiS)  
Regional Medical Library  
University Archive

**Information Services Department**  
Information Skills Programmes  
Promotion of Library Use  
Coordination of Work of Faculty Librarians  
Information Desk  
Collection Development

**Reader Services Department**  
Service Desk  
Inter Library Loans  
Collection Management  
Building Supervision  
Photocopying

**Technical Services Department**  
Library Systems  
Acquisitions  
Cataloguing

**Librarians:**

Acquisitions Librarian  
BTiS Librarian  
Cataloguing Librarian  
Cataloguing Librarian (foreign language & multimedia)  
Research Librarian  
Digital Initiatives Librarian  
Special Collections Librarian  
Electronic Services Librarian  
Faculty Librarian, Business  
Faculty Librarian, Arts, Humanities & Social Sciences  
Faculty Librarian, Education & Health Sciences Librarian  
Faculty Librarian, Science & Engineering (Architecture & Science)  
Faculty Librarian, Science & Engineering (CSIS, ECE, MAE, MOE)

**Library Meetings:**

Library Management Group  
E-Media Working Group  
Library Quality Steering Group  
Library Marketing Group  
Safety Committee (jointly with ITD)  
Special Collections Meetings  
Staff Training and Development Group

**Liaison Meetings:**

Library/ITD Liaison meeting  
Library Users Group Meeting  
Library Development Committee  
Library and Information Resources Development Committee

## **4 LIBRARY MANAGEMENT - REVIEW 2007/08**

### **4.1 Overview**

The Library Management oversees planning and operations for the library and consists of the director, associate director and departments heads. This section will outline the significant activities and strategic developments at library management level for the year 2007/08.

### **4.2 Library and Information Services Building Phase 2**

Planning for phase 2 of the Library & Information Services Building began in 2006 and included consultation with faculty and students. In 2007 the focus was on the development of documentation required for the project. Tendering, construction and management of the building will be under the national Public Private Partnership (PPP) procurement route. This requires extensive and detailed documentation to be prepared in advance of the tendering process which is expected to take place in the autumn of 2008.

In January 2008 approval was given by the Minister for Education and Science for the project, as part of a bundle which includes Cork Institute of Technology, Limerick Institute of Technology and Dun Laoghaire Institute of Arts, Design and Technology. The university immediately began an intensive work programme with the National Development Finance Agency (NDFA), charged with managing the Department of Education and Science's PPP programme, and its appointed project managers, Mott MacDonald Pettit. Specifications have been further developed into standardised formats which apply to all members of the bundle. These specifications include schedules of accommodation, room data sheets, furniture, equipment, and requirements for architectural, structural, mechanical, electrical, ICT, landscaping and facilities management.

Some alterations to phase 1 of the building will be necessary to enable the building to operate as a single coherent space. We have detailed the changes required and submitted these to the Department of Education and Science, Buildings Unit. An exercise in costing these changes has also been completed.

We very much appreciate the advice and support of the following in this task: John O'Connor, Niall Murphy, Brian Hand, Tom Kerin, Tony Considine, Robert Reidy and Gordon Young.

The new phase, which will be constructed on the south side of the current building towards the main drive, will double the current space of the library. A further 830 reader places will be added, along with capacity for an additional 350,000 volumes.

## 4.3 Quality

### 4.3.1 *Quality improvements in the library*

Following the LibQUAL survey, UL Student Services survey and the LISB2 feedback that we generated in early 2007, library staff worked in teams through the summer 2007 to develop immediate, low-cost, achievable actions to improve student learning and the library experience. The output of these teams improved the quality of the library environment and services for our users, in a variety of ways.

- Improved space dedicated for postgraduate study on the ground floor
- Silent area designated for quiet individual study on floor 2
- Noise reduction campaign carried out in semester 1
- Mobile phone-friendly areas designated on every floor
- “Recommend a book” service on the library website
- Book returns boxes for readers to return loans without queuing
- Newly designed maps and signs to assist new students
- Revised seat booking procedure
- Customer feedback forms – online and print
- Improved catalogue workstations

### 4.3.2 *Analysis of LibQUAL library survey*

A number of the quality improvements in 2007/08 were in response to preliminary analysis of the data from the web-based LibQUAL survey, which we ran in April 2007. LibQUAL is a rigorous, quantitative tool used by thousands of libraries worldwide to solicit, track, understand and act upon users’ perceptions of service quality.

Of the 1,166 people who took the survey in UL, 64% were undergraduates, 19% were postgraduates and 17% were faculty and staff. The survey revealed overall satisfaction with library services, particularly with customer services. Areas which were highlighted as of key importance to our readers included print and electronic collections, services for postgraduates, self-service and noise management.

This year we used the LibQUAL data to identify similar benchmarking partners to measure ourselves against. Academic libraries in the UK, Europe and the US who have conducted the same LibQUAL survey can be easily measured as part of our benchmarking exercise within the library’s quality process.

### 4.3.3 *QIFAC projects completed*

In 2007 the library secured funds from the University's Quality Improvement Fund (QIFAC) and during 2007/08 a number of projects were completed.

- Orientation for new users via electronic digital sign systems and podcast tours
- Web-based tutorial and printed guide on non-Harvard referencing style
- Quality Management Systems (QMS) evaluation project
- Redesign of the library website and integration to content management system (completion by September 2008)

#### **4.4 Bolton Library**

Working with the Church of Ireland, the Cashel community and the Heritage Council, the library ensured the publication of *The Heritage Conservation Plan for the Bolton Library*. The library commissioned the National Preservation Office at the British Library to report on the assessment needs of the Bolton Collection. These reports have clearly outlined the need to put in place improved collection management and public access procedures. The Office of Public Works is working with the Bolton Library Board to put these in place.

#### **4.5 Marketing and Communication**

##### *4.5.1 Library newsletter*

Issue 2 of the new library newsletter, *Library Matters*, was produced in semester 1, 2007 and issue 3 was produced in semester 2, 2008. The newsletter is part of the library's communication strategy and provides the university community with useful, informative and interesting news about library resources and developments.

##### *4.5.2 Internal library communication*

Following a review of internal communications, a decision was taken to replace the staff intranet with Microsoft Office SharePoint with the view to providing a platform for collaborative work and a single integrated location for document management and workflow. A working group was put in place to progress the design and structure of the site to best reflect the workflow patterns of the library and provide optimum support for collaboration. The design was trialled for 6 months with ongoing modifications and edits. Rollout to the library community was dependent on the upgrading of a few remaining PCs with Windows XP, which has now taken place. There will be continuous assessment by the working group of its usage and effectiveness over the coming year.

##### *4.5.3 Library Ireland Week*

The library organized an attractive and varied programme of events to promote Library Ireland Week, which ran from March 3<sup>rd</sup> to 7<sup>th</sup>. The week began in LIT with a joint launch by libraries in the Limerick region – University of Limerick, Limerick Institute of Technology, Limerick City Library, Limerick County Library and Mary Immaculate College. The opening address was given by Mr. Willie O'Dea T.D., Minister for Defence.

In UL events included the launch of the second edition of *Cite it Right*, drop in sessions for faculty, a number of lectures and presentations, and the Limerick film premier of *The Hollywood Librarian* – the documentary looking at the portrayal of libraries and librarians in American film. The library took the opportunity to add new Irish and international prize-winning literature to the popular reading collection and the Special Collections Department held a week-long exhibit of the Frances Condell papers.

## 4.6 Staffing

There have been significant developments in staffing, with a total of 26 staff changes in the library over the last year. Three staff members retired, four new staff were recruited, 19 have moved to different positions within the library to fill a variety of vacancies due to retirements, career breaks, maternity leave, carers leave, term time leave and long term sick leave. An extensive recruitment exercise was carried out in March 2008 to create new library assistant and library attendant panels. These panels will be used to fill contract vacancies as they arise.

We are concerned that the four vacant posts assigned to the library have not been filled because of the decision in the 1980's to assign staff to the library on a funded basis. Service developments undertaken over the past two years were based on staffing levels which included these four posts.

One of this year's notable appointments was the newly created SIF funded post of Librarian, Digital Initiatives. This post is funded by two Strategic Initiative Fund sources and has two objectives – to establish and support an institutional repository for UL and to develop a programme of web-based instruction modules for postgraduates and researchers.

## 4.7 Finance

### 4.7.1 *Book fund*

The university budget allocation for AY2007/08 saw a further increase in the library's book fund and has led to important and necessary updating of the library's book stock. In previous years the costs of annual subscriptions to journals and databases increased substantially and the remaining funds available to spend on books reduced as a result. Providing an adequate book stock is an essential requirement for the teaching and research activities of the university and is at the heart of a quality academic library service.

### 4.7.2 *SIF 1: IUA Librarians Group: Open Access to Research Output*

The library completed year 1 of this project in March 2008. €700,000 was granted to the IUA libraries to develop open access institutional repositories (IR) in each of the Irish universities and to link them by developing a single national portal, populated from the content harvested from the local IRs. The UL institutional repository is now live and available at <http://ulir.ul.ie/> on a pilot basis.

### 4.7.3 *SIF 1: UL Graduate Studies: Expansion of Postgraduate Education*

The library's element of this project is well under way. A programme of online tutorials for postgraduate students is under development. The library is working with Epigeum - a leading provider of online skills training - and a number of UK and Irish universities to develop these modules.

#### *4.7.4 SIF 2: IUA Librarians Group*

In 2008 the IUA Librarians Group submitted a proposal to SIF 2 for retrospective digitization of PhD theses held in Irish universities. This element of the bid was unsuccessful; however a second strand of the proposal to purchase research performance data from the ISI was successful. The IUA Librarians Group will continue to plan for the digitization of the theses collections, as evidence shows that digitized theses have increased citation rates. This work will be carried out on a phased basis over a number of years.

#### *4.7.5 SIF 2: Shannon Consortium: Library Network Support Services (LNSS)*

LNSS is a project to enhance delivery of information literacy tutorials and provide training and development opportunities for library staff in the Shannon Consortium. A part-time administrative assistant based in UL, who will support the staff development arm of the project, is currently being recruited.

#### *4.7.6 UL HEA Research Equipment Renewal Grant Scheme*

The library participated in a joint submission with the Department of History, with support from faculty in a range of disciplines, for funding from the UL HEA Research Equipment Renewal Grant Scheme 2007. The proposal was for scanning equipment to establish a digitization centre in the library. The bid was successful and library staff have been working with staff from the Department of History and the Procurement Office to acquire the necessary equipment. The digitization centre will be located in the library and will be used by a wide range of researchers from the university.

#### *4.7.7 University Strategic Fund*

The library was one of 13 successful applications to the University Strategic Fund for its proposal to “employ student peer-advisors in the library to assist new students by providing them with support and guidance on how to use the library.” It was later agreed with Finance to delay the implementation of this project.

#### *4.7.8 PRTL I*

The library has been pleased to support the application of the AHSS Faculty for the next round of PRTL I funding. If successful this would further enhance the establishment of a Digitizing Centre to progress the University Institutional Repository and Digital Archive.

#### *4.7.9 Ulster Bank Enablement Fund*

The Information Services Department successfully bid for funding from the UL/Ulster Bank Enablement Fund for a project “To provide student incentives for participation in library orientation and library skills training in 07/08.” The proposal involved the provision of laptops and photocopy cards as incentives to attend library training events. This project focused on enhancing the experience of students using the library, particularly new students.

#### *4.7.10 Irish Research e-Library (IREL)*

The library has been an active partner in the Irish Research e-Library (IREL) and other consortia purchasing schemes which have resulted in significant savings and an expanded e-resources collection. The most significant outcome of this activity has been to ensure the continuity and expansion of IREL funding.

### **4.8 CONUL Colloquium**

As chair of CONUL (Consortium of National & University Libraries), the Director, Library and Information Services, organized and hosted the CONUL Colloquium in Adare on the 4th and 5th of February 2008. The colloquium, which takes place every two to three years, looks at the key issues and future direction of academic libraries in Ireland and is attended by all library directors and senior managers.

## **5 INFORMATION SERVICES – REVIEW 2007/08**

### **5.1 Overview**

The Information Services Department aims to provide print and electronic collections in support of university needs and to develop self-sufficient learners and researchers by providing, disseminating and promoting information and skills in a friendly and mutually supportive academic context. The Information Desk service provides day-to-day reference and information services for all library users. The faculty librarians and research services librarian act as liaison and contacts for faculty and the research office, and focus on developing the collections, providing information skills training and providing learning, teaching and research activities.

This section will outline the significant developments and activities of the Information Services Department for the year 2007/08.

### **5.2 Information Skills Training**

In the *University of Limerick Strategic Plan 2006-2011* the number of information skills sessions is a performance measure linked to goal 6.10: use resources to best effect in line with the strategic plan. The faculty librarians and information assistants continue to provide tours, lectures and hands-on training to undergraduates, postgraduates and faculty in each college. In this academic year approximately 310 hours of teaching were delivered to 3,500 students, staff and researchers. Group sessions are arranged at the request of lecturers and student representatives, while the faculty librarians provide one-to-one training and consultation to researchers and staff on request. This year, in addition to routine information skills training sessions, the following activities took place.

#### *5.2.1 UL/Ulster Bank Enablement Fund competition*

Throughout semester 1 2007/08 the library ran a competition whereby anyone who attended a library training session, lecture or lab was entered into a draw to win one of three laptops. The laptops were generously supplied by the Ulster Bank Enablement Fund. The competition was very successful, with over 1,850 students attending a library training session during the semester.

#### *5.2.2 First year orientation*

The Information Service is at its busiest during semester 1, with the orientation of new students. The faculty librarians provided numerous lectures, tours and hands-on training sessions to the classes in their departments. In addition, the department trained the peer guides to give library tours, input into the orientation handbook, updated the library fact sheets and booklets, ran a power point presentation in the foyer to welcome new students and provided demonstrations of the self-service machine. We introduced a new orientation service this year, where roving information assistants provided help throughout the library from week 1 to 3.

### 5.2.3 *Find it Fast*

The Information Service ran drop-in tutorials for new students throughout October as part of the Find it Fast programme of information skills. The topics covered included:

- Getting started
- Articles online
- Advanced Google
- Referencing made easy

### 5.2.4 *EndNote training*

The Research Support Librarian provided weekly training sessions on the bibliographic management tool, EndNote, throughout the 2007/08 academic year. In total 240 researchers attended an EndNote workshop. Sessions were hands-on and three hours in duration. Follow-up support included email, phone contact, and drop-in sessions. Training was made available to all researchers from the Shannon Consortium, including a visit to IT Tralee.

It is planned to continue to run EndNote training during 2008/09. The training will be supplemented by an online EndNote tutorial, created by the Research Support Librarian and available at [www.ul.ie/~library/research](http://www.ul.ie/~library/research).

### 5.2.5 *Subject-specific training for faculty and researchers*

From the 11<sup>th</sup> to 13<sup>th</sup> of June the Information Services Department ran an event entitled *What's in it for me?*, to provide faculty with an update on electronic resources available to them in their subject areas. Individuals could drop in to one of a number of sessions provided by the faculty librarians and had an opportunity to receive a general update or ask specific questions relating to their own teaching and learning needs.

### 5.2.6 *Drop-in training for access students*

These weekly sessions commenced in January 2007 and are aimed at small numbers of access students. Topics covered included:

- Literacy skills
- Accurate referencing
- Time management
- Beyond Google - academic research skills
- Academic writing - grammar, punctuation, writing styles
- Database searching
- Information skills – referencing print and online
- How to write up your research

## 5.3 Collection Development

### 5.3.1 *IReL funding extended*

The HEA and SFI have agreed to fund access to science and technology journals for the IReL initiative for 2008 and 2009. In addition, the HEA has committed to continue to fund access to humanities and social sciences journals for 2008 and 2009. This amounts to a total fund of €9 million per annum.

Almost four years ago, SFI and HEA provided the initial funding for IReL to support consortium purchasing of resources for biotechnology and ICT. The collaboration of SFI, the HEA and the IUA Librarians Group has been responsible for the building of the Irish Research electronic Library (IReL). Over 40,000 full text online journals and 139 databases are now accessible to the UL community at the desktop.

### 5.3.2 *IReL impact survey*

Researchers at the seven Irish universities were surveyed in 2007 to establish the impact of IReL and levels of uptake achieved to date, and to get suggestions for improvements. Nationally, the survey achieved a response rate of 18.9% of the target population. UL's response rate was average at 18.8%. Response by discipline in UL showed a balance of 59.7% Science, Technology and Medicine (STM) and 40.3% Arts, Humanities and Social Sciences (AHSS).

Over 75% of 'top five' titles requested by researchers are now available through IReL. The top five cited journals were *Nature*, *Science*, *Proceedings of the National Academy of Sciences*, *Physical Review* and *Journal of Biological Chemistry*. The need for more backfiles, e.g., full text journals from more than ten years ago, was the most commonly cited IReL 'gap in coverage'.

The most commonly used IReL journal collections were Springer, Academic Press, Wiley Interscience, JSTOR, Blackwell Synergy and Oxford University Press. The most commonly used IReL non-journal resources were Web of Knowledge, Journal Citation Reports, SciFinder Scholar, Oxford English Dictionary and PsycInfo.

IReL has impacted very positively on research, according to researchers. Key benefits include speed, ease of online access, stronger coverage, greater competitiveness, more comprehensive referencing, ability to research in previously impossible areas, facilitation of multidisciplinary research and greater currency.

The impact on teaching was also noted, e.g., faster transfer of ideas to lecture hall, integration of ejournals into VLEs like Blackboard, easier access to course readings, concurrent multiple user access, wider choice of sources and updated teaching materials.

Over three-quarters of respondents agreed that IReL has delivered enhanced multidisciplinary coverage for their research and there is a strong majority view that any discontinuation of IReL would be 'disastrous' and 'a return to the dark ages'.

### 5.3.3 *New additions to collections*

A variety of new electronic sources covering a range of subjects was added to the library's collections during the year, largely due to IReL. Notable new additions include:

- ACLS Humanities E-book Database
- ARTstor
- ASSIA: Applied Social Science Index & Abstracts
- Communication & Mass Media
- Dissertation Abstracts
- Dynamed
- EcoWin
- Educational Research Abstracts
- FAME
- GreenFILE
- Grove Music Online
- Irish Newspaper Archive
- Irish Times Digital Archive
- LISA: Library & Information Science Abstracts
- MINTEL
- Patrologia Latina
- Social Service Abstracts
- Sociological Abstracts
- SPIE Digital library
- Times (London) Digital Archive
- Worldwide Political Science Abstracts

## 5.4 **Academic Reconfiguration**

Following the academic reconfiguration in the university, the library reorganized its liaison service. Faculty librarians, formerly college librarians, act as a focus for contact and enquiries from all researchers, faculty, staff and students at UL. The Information Service librarians were reorganized as follows:

Faculty Librarian, Business  
Faculty Librarian, Arts, Humanities & Social Sciences  
Faculty Librarian, Education & Health Sciences  
Faculty Librarian, Science & Engineering (Architecture & Science)  
Faculty Librarian, Science & Engineering (CSIS, ECE, MAE, MOE)

## 5.5 **Information Service Developments and Innovations**

In addition to supporting their individual faculties, the librarians continuously work in teams on projects relating to information skills. Two innovative projects completed in 2007 were both funded by QIFAC.

### *5.5.1 Podcast and maps*

Information Service staff created audio files and accompanying maps for individual students and staff who wish to familiarise themselves with library services at a time and pace that suits them. The 15 minute audio tour is available from the library home page and can be downloaded to iPods and MP3 players.

### *5.5.2 Referencing sources*

Information Services staff completed a comprehensive online referencing resource which is available at [www.ul.ie/~library/referencing](http://www.ul.ie/~library/referencing). The referencing website includes guides to various referencing styles, as well as information about bibliographic software and citation generators. The Harvard A-Z was also expanded and revised, and is available at [www.ul.ie/~library/referencing/ref.html](http://www.ul.ie/~library/referencing/ref.html).

As part of the same QIFAC project, the Information Services Department also produced a new edition of Cite it Right: Guide to Harvard Referencing Style. The library produced the first edition of the booklet in 2005 to help students to correctly acknowledge sources within their assignments, thereby ensuring that plagiarism is avoided. The guide proved to be highly popular and heavily used amongst the student body.

In summer 2007 the team sent out a university-wide call for comments, additions and suggestions prior to the production of a new edition of Cite it Right. The second edition has a new look and includes guidelines on how to reference a variety of new formats, such as blogs, wikis, podcasts and YouTube sources.

## **5.6 Borrowing in Other University Libraries**

SCONUL Access is a reciprocal access scheme which grants borrowing privileges to faculty, staff and research students who are working or studying at participating higher education libraries in Ireland and the UK. The scheme was extended in 2007 to include full-time taught postgraduate students. This group was not previously included in the scheme and this is a significant development for this cohort of students in UL.

## **5.7 Off Campus Access to Electronic Resources**

In collaboration with ITD a new method of authentication, to allow access to the library's licensed resources from home, has been implemented. EZproxy is used by some other Irish university libraries and so far has proven to be very reliable.

## **6 READER SERVICES - REVIEW 2007/08**

### **6.1 Overview**

The Reader Services Department primarily manages circulation services, inter library loans, library stock and building maintenance. Its objective is to ensure that these library services are performed in an efficient and customer-focused manner, by supportive and skilled staff for the benefit of all library users. This department consists of two units – Operations and User Services.

This section will outline the significant developments and activities in the Reader Services Department for the year 2007/08.

### **6.2 Increased Self-Service**

In response to customer surveys in 2007, which identified increased self-service as a priority for our students, three new self-service machines were installed in the library. Students can borrow and return books themselves using these machines. They are at different locations in the building – one at the entrance of the library on the ground floor, a second on floor 2 and a third at the short loan collection beside the service desk on floor 1.

The machine in the short loan collection is based on radio-frequency identification (RFID) – a new and highly innovative method of tracking library materials. Self-service offers users a fast and simple service and the opportunity to avoid queues at the desks. It is particularly useful to students during the unserved hours when the library building is open.

### **6.3 Customer Feedback Mechanisms**

Following the customer surveys which we ran in 2007, a number of new communication processes have been implemented, allowing library users a variety of options when feeding back their views, comments and requests to the library.

#### *6.3.1 Comments, compliments, complaints*

A feedback system was introduced to measure customer satisfaction on an ongoing basis. The system is available both as an online form on the library website ([www.ul.ie/~library/feedback.html](http://www.ul.ie/~library/feedback.html)) and in print, with suggestion boxes and comment cards located at the library desks.

#### *6.3.2 Recommend a book*

Readers can recommend a book for library purchase using the new online form available on the library website. The relevant faculty librarian will consider the recommendation and respond to the requestor as soon as possible.

### 6.3.3 *Missing items procedure*

The library has introduced a revised and more efficient procedure whereby library users can report missing items. Readers can now fill out a card specifying the missing item and include their contact details. Library staff will either locate the missing item and contact the enquirer or forward the details to the relevant faculty librarian for appropriate action.

## 6.4 **Fines Amnesty**

In semester 2, to coincide with Library Ireland Week, the library ran a fines amnesty, where outstanding charges on all library borrower records were cleared. Borrowers had the opportunity to return overdue materials without incurring a fines penalty. Henceforth, when a borrower accrues a fine of €20 their account will automatically be blocked and they will be unable to borrow library materials without paying all or part of their fines. The objectives of this exercise were to recover as many library materials as possible, to identify and replace materials that are lost, and to operate a more efficient and fair fines system in the future.

## 6.5 **Noise Management**

The customer surveys that we ran in 2007 identified noise as one of the key issues for our library users. There are a number of design features in the library building which contribute to the noise problems. However, during 2007/08 the library ran a noise campaign and piloted a number of initiatives to reduce noise in the building.

- A new noise policy was produced and publicized throughout the university. Library staff met with stakeholders and occupiers of the building, including the Students' Union, Buildings & Estates, ITD, Disability Services and Security to gain support for the policy.
- A "Silent Area" was designated on floor 2, where talking or using phones, laptops or audio devices is strictly forbidden.
- Those wishing to work in groups were encouraged to book a group study room at the security office at the library entrance.
- Phone-friendly areas were designated in the back stairwells and bathrooms. Outside of these areas, users may text (no tones) and listen to messages but may not make or take calls.

## 6.6 **Dedicated Space for Postgraduates**

As part of our programme of enhancements to library space and services, following the customer surveys in 2007, we redesigned the space at the end of the middle finger on the ground floor to make the area more comfortable and welcoming for postgraduate students. Our ITD colleagues replaced the old white PCs with new equipment. Twelve new PCs and the reading spaces in this area are for postgraduate use only.

## **6.7 Instant Digital Signage**

In August 2007 two display screens were installed at the entrance and in the foyer of the library. These screens provide instant, easily updated information such as opening hours, information skills sessions, library services and news to our readers. The screens were funded by the QIFAC project to provide orientation for new library users via digital signage.

## **6.8 Organization of Library Book Stock**

Prior to semester 1 2007/08, an extensive reshelving exercise was conducted to make space for growing collections. Most of the stock movements were for the purpose of accommodating a new medical collection as part of the larger health sciences collection. A further 5,000 new titles were ordered and shelved during the summer months, following the allocation of the book fund.

There are still a number of areas where there are acute space shortages and a further phase of weeding may be necessary, in order to clear sufficient space to accommodate incoming material.

A major replacement and upgrading programme involving the library shelving units took place over the summer largely to accommodate the growing health sciences collection on floor 1. The Teaching Resource Centre was relocated to a new area on floor 2. In addition, all library shelving was stabilized with tie-bars, as a health and safety priority, as a result of a shelving collapse in 2006.

## **6.9 Single Services Area**

During the summer 2008 the library is planning to make some changes to the location of services and collections. We anticipate that these changes will enhance the library environment by providing users with more seamless access to services, improving quietness in the building and creating space for a digitization facility. These are interim measures to prepare for new services in phase 2 of the library, where we plan to have a consolidated service area and a new EDC/Law Library.

Our objectives are to:

- bring together service points in one central location
- consolidate the reference collection in one place
- locate the European Document Centre adjacent to other official publications and law collections
- promote self-service facilities
- provide space for a digitizing facility

## **7 TECHNICAL SERVICES REVIEW 2007/08**

### **7.1 Overview**

The Technical Services Department manages the acquisition of library resources in both print and electronic formats, maintains the library catalogue and prepares physical materials for use. The department oversees the library's computer operations, the Talis library management system, the library IT hardware and the library website.

This section will outline the significant developments and activities of the Technical Services Department for the year 2007/08.

### **7.2 Server and Software Upgrades**

The conversion of the bibliographic records in the library's database to the MARC 21 standard was completed in August 2007. This will enable us to import bibliographic records from a range of sources. Records for electronic books and journals held in our databases can now be imported into the catalogue to increase their visibility. We can also export bibliographic records, such as for the OCLC Collection Analysis project. The library management system software was upgraded to allow the database conversion.

The server and software which run the management information module of the library system were upgraded in June 2008.

The dedicated library catalogue PCs and workstations were completely overhauled in the summer break 2007. The PCs are locked down so that access is limited to designated websites and cannot be used for email or other applications. The work stations have been redesigned, with flat screens at eye level, and the new layout means they are easier to keep clean.

### **7.3 Institutional Repository**

The UL institutional repository went live in May 2008. The establishment of the repository which will store the research output of the university is part of the national SIF 1 funded project run by the IUA Librarians Group entitled *Open Access to Research Output*.

The project commenced in April 2007, a half-time librarian was appointed in the post in September 2007 and the target for the first year was to have a repository in each university. We met this target and at the launch of the national project in May 2008 the UL repository interface was on show. The second year of the national project will see the development of a harvester which will bring together the content of the individual universities. In the second year of the project in UL we will have a local launch and will work to increase content. The UL institutional repository is available at <http://ulir.ul.ie/> on a pilot basis.

## **7.4 Specialist Cataloguer**

The recruitment of a specialist cataloguer with language skills has greatly improved the handling of foreign language material. Donations by Marguerite Kummin-Sterchi and backlogs of purchased German and French material have all been catalogued. Donations from the Goethe Institute and the Swiss Embassy have almost been completed. A maternity leave replacement cataloguer with expertise in Spanish and Irish has ensured that material in these languages has not been neglected.

## **7.5 Library Website Update**

In the last year the library has worked with a Limerick-based design company to create a new library template for the university content management system. We have completed the migration of all of our content into the CMS and we are now in the process of editing it and adding new content. We hope to make the new site live in September 2008.

## **7.6 360 Search**

A development on the existing website in 2007/2008 was the addition of a federated search engine interface "360Search" (previously known as Central Search). 360 Search offers a Google type interface where several databases and the library catalogue can be searched at the same time. This facility has proved to be a useful tool for those starting their research.

## **7.7 Portico**

Portico is a not-for-profit service which provides a permanent archive of electronic scholarly journals. It provides all libraries supporting the archive with campus-wide access to archived content when specific trigger events occur that cause titles to be no longer available from the publisher or other source. Trigger events include:

- A publisher stops operations
- A publisher ceases to publish a title
- A publisher no longer offers back issues
- Upon catastrophic and sustained failure of a publisher's delivery platform.

The library, together with the other Irish university libraries, joined Portico to ensure protection against any potential loss of access to our ejournals. Further information is available at [www.portico.org](http://www.portico.org).

## **8 STAFF DEVELOPMENT - REVIEW 2007/08**

### **8.1 Overview**

The Staff Development section is responsible for ensuring that all staff receive high quality training to perform effectively in their roles and for providing opportunities to library staff for further career development and growth.

This section will outline the significant developments and activities of the Staff Development section for the year 2007/08.

Training activities during the year have been influenced by needs identified in the Performance and Development Reviews, mandatory health and safety requirements and the strategic goals as outlined in the *Library Development Plan 2007-2011*. Staff also independently identify developmental activities on an ongoing basis related to their individual roles.

### **8.2 In-house Training**

#### **Google: is there anything else?**

This information session on Google was provided by in-house staff for colleagues who work on the information desk.

#### **Conflict Resolution**

This workshop was facilitated by an external trainer and aimed to give staff an understanding of the dynamics in conflict situations, identifying choices of response available and skills in resolving conflict with colleagues and service users.

#### **Catalogue Queries**

Library Attendants had identified a need for training on the library catalogue and this session was provided by in-house staff.

#### **Health and Safety**

Health and safety training is a mandatory inclusion in the annual training and development plan, in accordance with the Library and Information Services Emergency Response Strategy. This year as part of our commitment to support staff in developing their skills base, a special course was provided in Basics in Life Support by the Red Cross. In conjunction with HR, a variety of staff attended courses on fire warden training, occupational first aid, disabled evacuation chair training and defibrillator training.

#### **SharePoint**

Following the decision to replace the staff intranet with Microsoft Office SharePoint (see 4.5.4), staff attended a training course provided by ITD.

## Sulis

A training course was provided specifically for library staff through the Teaching and Learning Centre on the usage and potential of Sulis (Sakai), UL's Collaboration and Learning Environment.

## Staff Induction

A comprehensive induction programme continues to be provided for all new staff. In addition to work training, the programme includes preparation in advance of the new employee, detailed elements to be covered during the first weeks, and an information pack tailored to the needs of the recruit. The programme is under continual review based on feedback from managers and new staff.

## Lunchtime Talks Series

The objective of the series is to provide interesting and stimulating short presentations to library staff on both a personal and professional theme. There were five presentations in this year's series of lunchtime talks, ranging from a discussion on recurring themes in children's literature to accident reporting in the work place, the role of the writing centre, recent acquisitions in Special Collections and volunteer work in South Africa.

## Library Ireland Week

To celebrate national Library Ireland Week 3-7 March, a schedule of local events was organized including a movie screening, an exhibition of the Frances Condell Papers and a display of new fiction. The library also collaborated with the national committee on virtual events.

| Events - In-house                 | No. Attendees |
|-----------------------------------|---------------|
| Basics in Life Support            | 17            |
| Conflict Resolution               | 12            |
| EndNote Training                  | 1             |
| Google: is there anything better  | 5             |
| Cataloguing searching             | 11            |
| SharePoint                        | 20            |
| SharePoint Administrator Training | 1             |
| Sulis                             | 7             |
| <b>Total</b>                      | <b>74</b>     |

## 8.3 Human Resources Training

The library continues to benefit from HR's programme of training events and details of uptake are listed in the table below.

| Events - HR                            | No. Attendees |
|--|---------------|
| Fire Warden course H&S                 | 4             |
| 3 Day Occupational First Aid H&S       | 3             |
| Disabled Evacuation Chair Training H&S | 3             |

|   |           |
|---|-----------|
| Defibrillator Course H&S                      | 7         |
| Disability Equality Awareness Training H&S    | 3         |
| Hazard Identification And Risk Assessment H&S | 1         |
| Office Safety Course H&S                      | 1         |
| Access Core                                   | 1         |
| Excel Advanced                                | 1         |
| Excel Core                                    | 2         |
| Conflict Management                           | 1         |
| Absence Management                            | 1         |
| Self-coaching                                 | 1         |
| Dignity & Respect                             | 3         |
| Implications of Employment Law                | 1         |
| Interview Skills for Selection Board Members  | 2         |
| Managing Performance                          | 1         |
| Presentation Skills                           | 1         |
| Project Management                            | 2         |
| Stress Management                             | 1         |
| The Power of You                              | 1         |
| Time Management                               | 1         |
| <b>Total</b>                                  | <b>42</b> |

## 8.4 Other UL Training

### Irish Language

The library was identified in the UL 2006-2009 Official Languages Act Scheme as an area which would expand service provision through Irish during the three year period. In accordance with the implementation plan of the university, Irish language courses are being provided by Aonad na Gaeilge. Six members of library staff completed the Intermediate 1 course this year.

### VDU Assessments

VDU assessments continue to be undertaken by a library staff member on a demand basis and equipment such as foot rests, wrist rests, mouse rests and document-holders is provided where required. Where necessary, advice may be sought from the university safety officer and occupational practitioner. This year, three office spaces were assessed, along with the Library Service Desk and Information Desk, involving a total of 10 staff.

### ECDL

Each year library staff are given the opportunity to undertake the ECDL qualification. Staff are free to select the course level and institution of their choice from the annual VEC list of courses. This year one member of staff was supported in completing the programme.

| Events – UL                       | No. Attendees |
|-----------------------------------|---------------|
| Languages Opportunities Programme | 1             |
| Project Management                | 2             |

|                       |           |
|-----------------------|-----------|
| Agresso Training      | 1         |
| Full Economic System  | 1         |
| Irish language Course | 6         |
| <b>Total</b>          | <b>11</b> |

### 8.5 Academic and National Libraries Training Cooperative (ANLTC)

| Events - ANLTC                              | No. Attendees |
|---|---------------|
| Writing for Academic Publication            | 1             |
| Supervisor & Team Leader Skills             | 2             |
| Marketing Planning for the Academic Library | 2             |
| Filling the Empty Chair                     | 4             |
| Change Management Skills                    | 2             |
| Introducing Coaching                        | 1             |
| Maximise Web 2.0 for your Library           | 2             |
| <b>Total</b>                                | <b>14</b>     |

The Academic and National Libraries Training Cooperative (ANLTC) was established in 1995 with the aim of providing an ongoing co-operative training and development programme. It continues to provide relevant and targeted training for academic library staff throughout Ireland. Each member institution is allocated 2 places per course and out of a programme of 10 courses from September 2007 to June 2008, 14 UL library staff attended 7 courses.

### 8.6 Other External Training

| Events - External                                 | No. Attendees |
|---|---------------|
| AACR2   | 1             |
| Annual Seminar of the Rare Books Group of the LAI | 1             |
| Aspects of Irish Books                            | 1             |
| Business & Commerce Web Resources                 | 1             |
| Cataloguing in the Electronic Age                 | 1             |
| Conul Colloquium                                  | 5             |
| DCU Conul Sconul Seminar                          | 1             |
| Digital Curation Centre Conference                | 1             |
| Digital Natives                                   | 2             |
| Digitisation Workshop                             | 1             |
| ECDL  | 1             |
| E-Journal Technical update                        | 1             |
| Empowering our users                              | 5             |
| Enhancing Current Awareness with RSS feeds        | 1             |
| Epigeum online tutorials                          | 1             |
| Google is it enough?                              | 3             |

| Events - External                             | No. Attendees |
|---|---------------|
| IBEC Health & Safety Conference 2007          | 1             |
| Information Literacy & Assessment             | 1             |
| Information Strategies for Researchers        | 3             |
| Introduction to Acquisitions                  | 1             |
| INULS   | 1             |
| IUA Project - Cross Sectoral Workshop         | 2             |
| IUISC   | 4             |
| Knowledge Discovery                           | 1             |
| Library of Congress Subject Headings          | 1             |
| LILAC   | 1             |
| Mentee Workshop                               | 1             |
| PBL Summer School                             | 2             |
| Peer Supported Learning                       | 1             |
| Plagiarism Prevention                         | 1             |
| Presentations to Impress                      | 1             |
| Quality & Innovation: creating Opportunities  | 1             |
| Repository Professional Briefing & Networking | 2             |
| Research Publication & Dissemination          | 1             |
| Sconul Statistics Workshop                    | 1             |
| Serials Cataloguing in M21                    | 1             |
| TEG European Certificate                      | 1             |
| Understanding & Caring for Bookbindings       | 1             |
| Usage Statistics Training                     | 2             |
| Use of Irish in Libraries                     | 1             |
| Visit to Russell Library                      | 1             |
| <b>Total</b>                                  | <b>61</b>     |

## **9 SPECIAL COLLECTIONS - REVIEW 2007/08**

### **9.1 Overview**

The Special Collections area contains the library's collections of archives and rare books. The year 2007/08 has been a very busy year in Special Collections with the acquisition of some rare and unique items. Usage of the area by researchers continues to grow.

This section will outline the significant developments in Special Collections for the year 2006/07.

### **9.2 Archives Received**

5 July 07      Armstrong papers donated by Mr. Willie Hayes  
30 Jan 08      Seamus O'Donnell donated an archive of Limerick material  
31 Mar 08      Charles McDonnell donated a copy of a thesis on the building of UL  
2007 – 08      Mr. Joe MacMahon donated archive materials relating to Limerick  
2007 - 08      Republican archival material donated by Mr. Desmond Long

### **9.3 Books Received**

02 Oct 07      Limerick County Library donated a collection of printed Irish Statutes  
2007 - 08      Fr. John Leonard donated over 1000 items on Limerick culture and history.  
2007 - 08      Fr. Patrick Conlan donated 50 books to Special Collections.  
2007 – 08      Mr. George Cunningham donated books related to the history of  
                         Tipperary.  
2007 – 08      O'Mahonys Bookshop donated over 500 books on Limerick

### **9.4 Distinguished Visitors**

22 June 07      Visit by the Wine Geese section from the American Ireland Group  
13 July 07      Mr. Dermot Smurfit  
17 Sept 07      Dr. Houston Polson  
02 May 08      Mr. William Hederman  
13 May 08      Mr. Brian O'Brien  
22 May 08      Mr. John Reihill & Mr. Dan Tierney

### **9.5 Significant Purchases**

18 June 07      The Ciaran Mac An Aili Travel Library

## **9.6 Events and Receptions**

- 22 June 07 Visit by the Wine Geese section from the American Ireland Group
- 07 Dec 07 Launched the Bolton Library Conservation Plan in Cashel Cathedral

## **10 STRATEGIC ISSUES**

Collection development, the continued planning for phase 2 of the library building and phase 1 refurbishment will continue to be key strategic activities for the year ahead.

A review of staff deployment and organizational structures will be undertaken in the next year to provide for library development needs and ensure alignment with university strategic priorities.

Development of services in response to reader needs will be prioritized but will be dependent on the funding available. We will continue to avail of external funding opportunities to enhance library services

## APPENDIX

### **Library Involvement in External Bodies and Organizations**

Such involvement provides a framework for many of the activities currently under way in the library

#### **ALCID**

A scheme which provides mutual access to Ireland's university libraries for UL staff and students.

#### **AHIS - Animal Health Information Specialists**

A group of library and information professionals whose aim is to promote communication and resource sharing amongst colleagues working in the area of animal health.

#### **ANLTC - Academic and National Libraries Training Cooperative**

An organization which provides training and development opportunities to library staff in the Irish universities.

#### **Bolton Library Board**

The Special Collections Librarian works one day per week at the rare books Bolton Library in Cashel for the purpose of cataloguing and conservation of the collection to make it available for scholarship.

#### **British Library National Preservation Office Preservation Advisory Panel**

A panel providing information on the conservation and preservation of library collections.

#### **CHEST Ireland**

A body which acts as an agent for the acquisition of software and datasets on behalf of Irish third level institutions.

#### **CONUL – Consortium of National and University Libraries**

This body has a particular role in identifying and evaluating new developments in information provision. CONUL has a series of sub committees and working groups which UL Library staff participate in:

- Sub Committee on Copyright and Regulatory matters

- Sub Committee on Preservation

- Working Group on Information Skills

- Working Group to Review Legal Deposit

- Irish Theses Working Group

- CONUL/ALCID Joint Working Group on Collection Development

#### IATUL – International Association of Technological University Libraries

Provides a global forum for the exchange of ideas relevant to librarianship in technological universities and gives senior managers an opportunity to develop a collaborative approach to solving common problems.

#### IUA Copyright Committee

A cross-institutional body which looks at copyright licensing for print and electronic materials.

#### IUA Librarians Group

A sub-committee of IUA (formerly CHIU), consisting of the Irish university librarians. This group has a particular role in the cooperative purchase of journals and electronic resources via IReL.

#### Institutional Repositories Working Group

A sub-committee of the IUA Librarians Group whose focus is on the development of open access institutional repositories in Ireland

#### INULS - Irish National and University Libraries Staff Conference

A body which organises an annual conference for the staff of Ireland's university libraries.

#### IRIS Board

An inter-lending and datasets procurement agency for libraries. Fiona McGoldrick, the former Acquisitions Librarian in UL is on secondment to IRIS in the role of Manager co-ordinating the IReL negotiations.

#### IUISC - Irish Universities Information Systems Colloquium

A cross-institutional committee which coordinates a joint annual conference for library and computing staff.

#### LIR: HEAnet User Group for Libraries

A cross-institutional committee which aims to explore and develop awareness of electronic information resources and to promote the use of HEAnet in exploiting these resources. In March 2007 the librarian representing the University of Limerick was voted in as chairperson of this national group for a two year period.

#### Munster Ecclesiastical & Monastic Libraries Project (MEMOLIB)

An initiative to protect the religious libraries of Munster and to provide access to these collections for scholars

SCONUL – Society of College National and University Libraries

An Irish and UK academic libraries body that promotes library cooperation to facilitate access to a wide range of library collections and information resources.

Library Staff are also involved on a personal basis in the following professional bodies

- Library Association of Ireland (LAI)
- LAI Education Committee
- LAI Academic & Special Libraries Group
- LAI Information Society Panel
- LAI Rare Books Group
- LAI Cataloguing and Indexing Group
- LAI Library Staff Training Committee
- LAI School Library Committee
- International Association of Sports Information Acquisitions Group of Ireland
- Society of Indexers
- Financial and Business Information Group
- International Association of Music Libraries Archives and Documentation Centres
- EUROLUG – European Online User Group
- Chartered Institute of Library and Information Professionals
- Audio Visual Information Technology Group
- Sports and Recreation Information Group
- Internet Users' Group
- UK Online Users Group
- European Information Researchers Network
- British and Irish Association of Law Librarians
- LIR Library Research Group
- British Business Schools Librarians' Group
- Irish health Sciences Librarians' Group
- All Ireland Society for Higher Education
- Folklore Society of Ireland Group
- American Library Association
- International Federation of Library Associations
- British Business Schools Librarians' Group