

***Library & Information Services Division***

***Annual Review***

***2009***

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## **1 EXECUTIVE SUMMARY**

This review presents the activities, developments and achievements of the Library and Information Services Division for the period June 2008 to May 2009.

Gobnait O’Riordan  
Director, Library and Information Services Division

## 2 LIBRARY DATA 2008/09

Area	9170 m2
Seating	1100 Glucksman Library 350 Campus Reading Rooms
Group Study Rooms	21
Catalogued books (print)	299,693
Electronic books	300,000
Items added to stock in 2008/09	15,017
Print and electronic journals	57,947
Bibliographical and full text databases	147
Number of library visits (entry gate)	987,299
Loans	199,860
Short loans	33,988
Inter library loans	3,286
Information desk enquiries	18,000
Information skills teaching in person hours	4,578
Current staff establishment (includes RML)	70 (6 males, 64 females)
Branch library	Regional Medical Library

### Library materials budget

The budget for library materials for the accounting period 1<sup>st</sup> October 2008 to 30th September 2009 was €1,921,000, of which €884,000 was ring-fenced for the book fund and the remaining €1,037,000 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  
Research Support  
Information and Reference Desk  
Collection Development  
Institutional Repository

##### Reader Services Department

Service Desk  
Inter Library Loans  
Collection Management  
Building Supervision  
Photocopying  
Digitization Centre

##### Technical Services Department

Library Systems  
Acquisitions  
Cataloguing  
Web and Electronic Services

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
- Institutional Repository 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
- Student Experience Committee

## **4 LIBRARY MANAGEMENT - REVIEW 2008/09**

### **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 2008/09.

### **4.2 Library phase 2**

Much of 2008 was spent on submitting documentation and specifications for the library extension. In November 2008 a representative from the Department of Education and Science, Public Private Partnership Unit, Ms Maria Grogan, gave a presentation on PPP procurement, as part of the consultation process for the construction of phase 2 of the library.

In January 2009 the consortial partners signed off on documentation for the building projects in the 4 institutions involved in the PPP bundle. The documentation is now at the Department for Education & Science awaiting approval to go to tender.

### **4.3 Library Development Committee**

Gobnait, do you want to write something about George

### **4.4 Relocation of services to central location on ground floor**

All library services were relocated to a central location in October 2008. A space on the ground floor was renovated over the summer to accommodate the Information Desk, Service Desk, Short Loan Collection and the sorting area. This involved significant movement of collections, including relocation of the European Documentation Centre to floor 2, enhancement of the new books display and consolidation of the Reference Collection on floor 1. As part of the project, self-service facilities were increased and relocated to the foyer for convenience and ease of access.

We made these changes so that we could provide more seamless access to services, improve quietness in the building and generally enhance the library environment for both students and staff. Feedback has been overwhelmingly positive following this transition.

### **4.5 Measuring quality**

#### *4.5.1 IReL impact survey*

A survey to establish the impact of the Irish Research e-Library (IReL) on researchers' work was run in the seven Irish universities and in the RCSI from March

27th to April 9th this year. The survey was very well supported, with a national response rate of 37%. This was a marked improvement on the 18.9% response to the 2007 IReL impact survey.

In UL the survey was run by the library with support from the Research Office and the Assistant Dean's, Research. 643 of a targeted 1691 researchers responded to the survey. The higher than average 40.4% response rate demonstrates a keen interest in, and awareness of, IReL resources amongst UL researchers.

Nationally, 98% of researchers agree that IReL has contributed to increased competitiveness of Irish research internationally and 87.4% agree that IReL has delivered enhanced multidisciplinary coverage for their research.

#### *4.5.2 LibQUAL*

We ran the LibQUAL library survey in April 2009. LibQUAL is a rigorous, quantitative tool used by thousands of libraries worldwide to solicit, track, understand and act upon users' perceptions of service quality. We previously ran the survey in April 2007 which revealed overall satisfaction with library services but highlighted areas of critical importance to our students, faculty and staff. As a result of this feedback we made a number of improvements to enhance and enrich our readers' experience of the library. The survey has become a regular part of our quality activities.

A total of 1,711 people responded to the survey. This is a considerable increase on the response rate two years ago, when 1,166 people responded. In this year's survey, 76% of the respondents were undergraduates, 15% were postgraduates and the remaining 9% were faculty and staff. In addition to the quantitative data from these respondents, a further 762 free text comments were submitted. We are awaiting the results which will be available during the summer.

## **4.6 Library budgets**

The non-pay library budget for 2008/09 was reduced from last year's sum by 4%, following a 5% reduction in the 2007/08 non-pay budget. Maintaining existing library services on a much reduced budget has been a very serious challenge, made possible largely due to a severe curtailing of equipment expenditure in this financial year. Any further reductions in the nonpay budget will put serious pressure on our ability to provide existing library services.

The pay budget has been reduced by 5% as part of the Budgetary Adjustments exercise conducted by the Finance Department. The library worked with Finance to identify adjustments arising from the non-replacement of three library assistant posts. Since then, a further two library assistant posts have not been filled, following retirements.

## **4.7 Staff changes**

In the past year, the library has worked with HR on a number of recruitments, retirements and transfers. During the year, there were four retirements, one end of contract and one resignation. Two new staff were recruited, one library attendant and one part time administrative assistant to work on the SIF funded LNSS project. The relocation of the service desks to a central location allowed for a reduction in the numbers of staff working at the borrower desks. Three staff members were reassigned to work in Technical Services and in the new areas of digitization and the institutional repository.

#### **4.8 Copyright compliance**

The library worked with Information & Compliance, Acting Secretaries Office, to produce guidelines on the educational use of copyright materials and the university's obligations under the Irish Copyright Licensing Agency licence, and the university's rights under the Copyright and Related Rights Act, 2000. General guidelines were uploaded to the library website and copyright notices were circulated for placement on all staff copiers and scanners throughout the university.

#### **4.9 Communications**

The fourth issue of the library newsletter was published and distributed to the university in February 2009. The issue showcased a number of library developments, including the Mc Anally launch and the UL institutional repository. It included contributions from a number of library staff and book reviews from Professor Micheal O Suilleabhain and Dr Eoin Devereux.

#### **4.10 Regional Medical Library, HSE West**

For many years UL Library has provided staff and expertise to operate library services in the HSE West Regional Hospital in Dooradoyle. The HSE West through the National Institute for Health Sciences (NIHS) has funded the costs of this service but is no longer in a position to provide sufficient funding to maintain basic standards of service. We first brought the funding situation to the attention of the NIHS in November 2006 and have since made numerous efforts to come to a new agreement, but without success. As a result, we have been left with no alternative but to withdraw from the arrangement and hand over HSE West library services back to the HSE by September 2009.

## **5 INFORMATION SERVICES – REVIEW 2008/09**

### **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 2008/09.

### **5.2 UL institutional repository**

The University of Limerick Institutional Repository (ULIR) became available to UL authors to deposit their publications. The UL institutional repository is an online archive for collecting, preserving and disseminating the intellectual output of the university, including publications from faculty and research staff, such as journal articles, theses and learning objects. The repository is open access, meaning that the content is freely available on the public web.

The ULIR will increase citations for research material, broaden worldwide access to material, provide a method of preserving material, allows easier access to material via search engines such as Google, Google Scholar and Yahoo and will ultimately raise the profile of UL researchers internationally.

It will also provides a showcase of the university's research output, raise the profile of the university's research internationally through broader access and citations, allow potential integration with RISS, provide a space for individuals, research groups, schools and faculties to display research work and increase potential for collaboration and synthesis between Irish and international researchers.

ULIR is accessible from the library website or directly at <http://ulir.ul.ie>. Any member of the University of Limerick research community who wishes to submit research work to the IR can do so either by self-archiving or using the ULIR administration. A national portal which will link to all seven university institutional repositories is currently being developed and will be delivered before the end of the SIF funded project in March 2010.

### **5.3 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 research librarian, faculty librarians and information assistants continue to provide tours, lectures and hands-on training to undergraduates, postgraduates and faculty in each college.

This year approximately 225 hours of group teaching was delivered to 5,730 students, staff and researchers. A further 207 hours of one-to-one instruction was provided to 267 people by appointment with their faculty librarian. The Information and Reference Desk received approximately 18,000 queries during the year.

The programme of information skills provided by library staff in the above sessions include:

- Literature searching for researchers
- Literature searching for FYP students
- Referencing, RefWorks and Endnote
- Research proposal preparation
- Access to other libraries
- Overview of resources and services for new faculty
- Setting up table of contents email alerts
- Impact factor queries
- Selection of resources and collection development
- Patent searches
- Copyright queries
- Introduction for new students
- Drop-in service for access students

#### **5.4 Research skills e-learning tutorials**

The library, together with the Graduate School, made available a series of ten research skills tutorials developed by Epigeum, in close collaboration with leading UK universities, including the University of Cambridge, University College London, King's College London and the University of Warwick. All of the modules use various interactive solutions including video clips, simulations and animation. They are written by experts and individually peer reviewed by senior academics.

Researchers can avail of the following ten online modules:

- Getting Published in the Arts
- Getting Published in the Sciences
- Ethics 1 - Good Research Practice
- Ethics 2 - Working with Human Subjects
- Project Management in the Research Context
- Intellectual Property in the Research Context
- Career Planning in the Arts, Humanities and Social Sciences
- Career Planning in the Sciences
- Managing Your Research Supervisor or Principal Investigator
- Selecting a Conference, Presenting and Networking

The second phase of this project sees UL collaborating in the development of a further 5 modules which will be added in 2009. The 5 extra modules will be:

- An Introductory Video to Research Skills
- Research Methods (Arts)
- Research Methods (Social Sciences)
- Research Methods (Sciences)
- Literature Review

### **5.5 EndNote training**

The Research Support Librarian provided regular training sessions on the bibliographic management tool, EndNote, throughout the 2008/09 academic year. In total 209 researchers attended a half-day EndNote workshop. Follow-up support, including email, phone contact, and drop-in sessions was provided throughout the year for all those who had attended training over the past 3 years. Time spent on follow-up queries varied from 5 minutes to 2 hours per request. Training was also made available to all researchers from the Shannon Consortium, including a half-day class given by the Research Support Librarian to IT Tralee researchers in Tralee.

It is planned to continue to run EndNote training during 2009/10. The training is now supplemented by an online EndNote tutorial, created by the Research Support Librarian and available at [www.ul.ie/~library/endnote](http://www.ul.ie/~library/endnote).

### **5.6 New programme support**

The faculty librarians continue to work with course teams and individual faculty to ensure resources and services are in place for new programmes. Books have been ordered and journal holdings reviewed. Revision and updating of modules in a variety of subject areas has required updating of resources.

Civil engineering, psychology and medicine have been to the fore this year and the librarians have contributed to accreditation procedures for medicine and the health sciences. Loan periods have been revised to suit the particular needs of medical students and to facilitate their problem based learning model. Information and research skills programmes have been devised to support the introduction of new taught PhD programmes.

### **5.7 Departmental quality reviews**

The faculty librarians contributed to a number of departmental quality reviews during the year, drafting review documents, meeting with peer review groups, gathering statistics and giving tours of the library for the following departments:

- Nursing & Midwifery
- Physiotherapy
- Occupational Therapy
- Physical Education



## 5.8 Science Direct

The Librarians Group of the IUA concluded negotiations on a renewed consortial licence to access Science Direct, the complete collection of Elsevier electronic journals. Renewal of this licence was made possible with the support of Science Foundation Ireland. Science Direct is a popular and heavily-used database; for example 1,014,426 articles were downloaded by UL users in the period June 2008 to April 2009.

## 5.9 Collection development

The library has added the following resources to its collections during the year. Nine new databases and almost 15,000 electronic journals were provided, the majority of which came through IReL. The following notable resources were added during the year and are available to users from the library website.

### 5.9.1 ECCO: Eighteenth Century Collections Online

The library acquired a major resource for research in the humanities. Eighteenth Century Collections Online includes full digital content of over 150,000 books published between 1701 and 1800. The source allows full text searching of millions of pages and provides researchers with new methods of access to critical information in the fields of history, literature, religion, law, fine arts and science. ECCO is accessible from the databases list on the library website (see also section **Error! Reference source not found.**).

### 5.9.2 JSTOR – the Ireland Collection

The library joined the JSTOR Ireland Collection project. The project is part of the JISC Digitisation Programme, established with a view toward building significant e-resources from outstanding print collections. The Ireland Collection is a new multidisciplinary collection devoted entirely to material from and about Ireland. At its expected completion in 2009, it will contain a minimum of 2,500 manuscripts, 200 monographs, and 75 ceased and currently publishing journals. Materials span from the 1780's to the present. Complementing JSTOR's existing collections, the Ireland Collection adds resources across the arts, humanities and sciences.

The first titles in the Ireland collection have been released and are searchable on JSTOR at [www.jstor.org](http://www.jstor.org).

Collectanea Hibernica	1958-2004
The Dublin Penny Journal	1832-1836
Irish Historical Studies	1938-2002
Irish Journal of American Studies	1992-2002
Irish Journal of Earth Sciences	1984-2004
The Irish Penny Journal	1840-1841
Irish Studies in International Affairs	1979-2004
Journal of Earth Sciences	1978-1983
The Journal of Irish Archaeology	1983-2002
Nordic Irish Studies	2002-2004

### *5.9.3 International Index to Music Periodicals Full Text (IIMP)*

This is an abstract and selected full text database covering a comprehensive range of music journals, from the scholarly to the popular. Coverage ranges from 1874 to present.

### *5.9.4 International Index to Performing Arts (IIPA)*

This is an abstract and selected full text database designed specifically for the performing arts, containing articles on dance, film, drama, theatre, stagecraft, musical theatre, performance art, circus, performance, storytelling, opera, pantomime, puppetry and magic, amongst others. Coverage ranges from 1864 to present.

### *5.9.5 Dance in Video*

This is an exciting new resource which will contain 250 dance productions and documentaries by the most influential performers and companies of the 20th century. Selections cover ballet, tap, jazz, contemporary, experimental, and improvisational dance, as well as forerunners of the forms and the pioneers of modern concert dance. Currently 68 videos are available for viewing on the web.

### *5.9.6 ARTstor*

This is a digital library of approximately 550,000 images in the areas of art, architecture, the humanities, and social sciences. Individual images or groups of images may be linked from course websites or included in presentations.

### *5.9.7 19th Century US Newspapers*

Images of both full pages and clipped articles for hundreds of 19th century U.S. newspapers.

## **5.10 Collections acquired by donation**

During the year, in addition to our normal purchase of material, we acquired many items through generous donation.

### *5.10.1 Environmental collection*

The UL Environmental Committee funded the purchase of a collection of books on sustainable development, which were exhibited in the library foyer during Environmental Week from 29th of September to 3rd of October

### *5.10.2 Irish Aid*

The library received a grant of €40,000 this year from Foreign Aid at the Department of Foreign Affairs. This will fund the purchase of books for third world and development studies and will mark the establishment of the Irish Aid office in Limerick. The collection will support the professional development of Irish Aid interns and field workers and will be of significant benefit to undergraduate and postgraduate programmes. There was a formal handover of this material in November.

### *5.10.3 Other donations*

The library's collection was further enhanced by the donation of material by Colin Quigley, Irish World Academy of Music and Dance and by a set of nineteenth century sketches of travel in Ireland, donated by from Dr. Marie Burke, Keeper, Head of Education, National Gallery of Ireland and member of University of Limerick, Governing Authority.

## 6 READER SERVICES - REVIEW 2008/09

### 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 three units – Operations, User Services and Digitization.

This section will outline the significant developments and activities in the Reader Services Department for the year 2008/09.

### 6.2 Impact of centralizing services on the ground floor for Reader Services

#### 6.2.1 *Staff and services*

All library services were relocated to a central location in October 2008 (see section **Error! Reference source not found.**). The movement of practically all services and staff in Reader Services to this new location was a major undertaking. It involved a key review of staffing and core tasks in advance. As a result, several Readers Services' processes and procedures have been restructured and improved. Staff support for these changes has been very constructive and encouraging. The concentration of services in one location has also meant that a greater degree of cross-departmental staff collaboration has been possible. It is hoped to build further on these relationships in the future. Feedback from library users has also been very positive to the new centralized service area.

#### 6.2.2 *Self-service facilities*

Self-service facilities were greatly increased in advance of AY 2008/09. The acquisition of two new self-check machines coupled with a more visible location of these facilities has massively increased their use and popularity amongst users. Access to these facilities during unstaffed opening times has been very beneficial. Their reliability, speed and ease of use have also played a major part in their appeal. The increase of self-service facilities has also meant that core borrower desk staff has been freed up to work in other library areas where demand has been identified and prioritized (see section **Error! Reference source not found.**).

#### 6.2.3 *Shelving movements*

Significant amounts of stock were moved and withdrawn as a result of the creation of a central location for all library services on the ground floor during summer 2008. Over 37,000 items were relocated to the compact shelving area to accommodate the relocation of the EDC to floor 2 and consolidation of the Reference Collection on Floor 1. A major re-ordering and tidying of the compact shelving area also took place. Over 1,600 items were withdrawn from stock during the same period.

A project to label all print journals to indicate 'electronic access', where available, was completed at this time too.

### **6.3 Digitization Centre**

The new Digitization Centre was established in the library in autumn 2008. The purchase of the equipment was enabled by a successful bid by the Department of History for funding from the HEA Equipment Renewal Fund 2008. The equipment will help standardize various digitization projects occurring across campus and will allow university-wide access in a digital format to rare, unique and previously unavailable source material, such as historical records, archives, theses, research publications and music. Collections which may be identified for digitization in the first instance, include archives from the IWMC dance resources, the History of the Family, the Overseas Development Aid Unit, the records of the Connaught and Limerick District Lunatic Asylums and Croom Dispensary and the Magazine of Magazines.

The first project will be to digitize the Limerick Chronicle. The library acquired 100 of the very first issues of this 18th century Limerick newspaper in 2007. The issues date from 1768 to 1769 and their digitization will allow much wider access while preserving the collection. The digitization of this collection was covered by the Limerick Leader in April 2009.

The unit is positioned within Reader Services, but it is envisaged that it will be very much a collaborative and cross-departmental initiative. Staff was allocated to the area and underwent an intensive programme of training. The establishment of this unit is the result of a great deal of work and planning by a number of staff, and is an important and exciting milestone in the library's development.

### **6.4 Noise management**

Noise continues to be a key issue for our library users. There are a number of design features in the library building which contribute to the noise problems. In 2007/08 the library ran a noise campaign and piloted a number of initiatives to reduce noise in the building. This noise campaign was re-run in semester 1 of this year. This involved promotion of the silent area on floor 2, the phone friendly areas and the group study rooms. Library staff and security carry out noise patrols through out the day.

### **6.5 Wi fi**

A programme to extend wireless coverage to all areas on floors 1 and 2 of the library was completed in March 2009, in response to several demands from various user groups. This means that all public spaces in the library building now have wireless access. Plans to reconnect and repair fixed desk network and power points will be undertaken during summer 2009. All group study rooms will be wired for power and data too. These measures will ensure much easier access and faster network connections for all library laptop users.

### **6.6 New contract negotiated for student copiers**

The public photocopiers contract was renegotiated with IBS in late 2008 and the copiers on floors 1 and 2 were replaced in Jan 2009. Due to a general decline in student copying (as a result of an increase in printing) the number of copiers was reduced to eight black and white copiers and one colour copier. The new contract has led to cost reductions in our expenditure on reprographics while providing improved photocopy facilities for library users.

## **6.7 EThOS Interlibrary Loans Service**

The library now offers access to the new British Library Thesis Service (EThOS) at [www.ethos.bl.uk](http://www.ethos.bl.uk). EThOS offers access to the full text of UK theses, allowing researchers to tap into this rich and vast body of knowledge. Delivered through a single web interface, the service includes theses which are stored electronically by the British Library, as well as those held by other universities, and will digitize theses on demand as required by researchers. It is envisaged that Irish universities will contribute digitized theses to this service in the future.

The advantages of this service are:

- Easy to use ordering system
- Paper theses digitized on-demand
- An online tracking system for checking the status of requests
- Immediate download available for theses already digitized
- Credit card payment only

## **7 TECHNICAL SERVICES REVIEW 2008/09**

### **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 2008/09.

### **7.2 Electronic books**

Developments in ebook reader technologies and huge book digitization projects by Google and others has led to an important shift in the publishing of books in formats other than print.

In this last year the library has greatly extended its range of ebooks and has improved access to the ebooks which it already had. Up to now our ebooks comprised a small collection of computer books (Safari), some one-off publications acquired directly from the publisher, a number of reference works, and some collections of ebooks within databases. Now our ebook collection stands at around 300,000 titles, roughly the same in size as our printed book collection. This has in effect doubled the university library's monograph collection of print and electronic book titles.

#### *7.2.1 Individual ebook titles*

There are various models of ebook provision and either a purchase model or a subscription model is possible. We have used the ebook platform provided by the company which supplies most of our purchased print material as a first step in investigating ebook provision. This enabled us to use much the same procedures to purchase ebooks as we use for print. We are about to start using a second ebook reseller to trial a different platform & purchase model.

Our collection of individually purchased ebooks is close to 300. We plan to expand the number of core texts available as ebooks to gauge student acceptability, to provide digital resources for students who live at a distance, and eventually to alleviate problems with heavily used texts. All the purchased ebooks are listed in the library catalogue and there is an option to restrict a search to ebooks only. The usage statistics from the ebooks already purchased indicate a good level of acceptability among our users.

#### *7.2.2 Ebook collections*

The second strand of work with ebooks is to 'unpack' titles from those databases which are composed of ebooks by making them searchable in the library catalogue. These include 2,000 titles from the American Council of Learned Societies Humanities ebook collection, 700 titles from the Royal Society of Chemistry, and 500

titles from the Making of Modern Law which will be increased to 20,000 plus in the near future.

### *7.2.3 ECCO: Eighteenth Century Collections Online*

The other significant ebook development of the year was the acquisition of a hugely important ebook resource for research in the humanities. Eighteenth Century Collections Online (ECCO) includes full digital content of over 150,000 books published between 1701 and 1800. The source allows full text searching of millions of pages and provides researchers with new methods of access to critical information in the fields of history, literature, religion, law, fine arts and science. The titles within ECCO will be listed in the library catalogue later this year.

## **7.3 Library website**

The library introduced a new look website in semester 1. The website is now in the University content management system (CMS) and incorporates both the university's corporate web look and the new library branding. The navigation and information architecture of the website has been reviewed and revised to ensure content is now easier to find and is up to date.

The website includes some innovative features such as the "360 Search" option. This simple search box on the library home page offers users a Google-like search experience and enables them to search a broad range of electronic resources simultaneously. It searches both the library catalogue and many of the library databases and is an excellent starting point for anyone doing academic research. The library website has always been heavily used by researchers searching for information and the improved design will assist users in identifying the wide range of physical and electronic services offered by the library.



## **8 STAFF DEVELOPMENT - REVIEW 2008/09**

### **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 2008/09.

### **8.2 Library Network Support Services**

UL Library is a partner in a Shannon Consortium project called Library Network Support Services (LNSS) which is led by LIT library and also includes MIC library and Tralee IT library. There are 2 strands to the project – staff development and information literacy. The staff development strand (also known as the Regional Network for Staff Development) is being managed by UL library.

The objective of the project is to up-skill participating staff in a range of areas including web 2.0, e-resources, metadata., copyright, reflective practice and teaching skills. It is also envisaged that the project will enhance networking and collaboration among participating members.

Thirty-nine library staff have participated in the following courses to date:

- Making the Most of Development Opportunities
- Presentation Skills
- Effective Customer Care
- Train the Trainer
- Designing & Implementing Portals
- Web 2.0

The following courses will be delivered under this programme during the remainder of 2009:

- Digitization
- Copyright
- Information skills for researchers
- Information literacy in Web 2.0
- Metadata
- E-books
- Search engines
- Marketing information literacy

Operating in an information environment characterized by dynamic change, the library has always placed high importance on staff development. During a year of funding restrictions, the opportunities provided by SIF funding have enabled us to deliver a targeted, high quality programme.

### **8.3 Learning 2.0**

Web 2.0 tools and applications are having an increasing impact on learning activities and information delivery, and libraries now routinely use such tools to communicate and interact with their users, e.g. UL library blog.

In February 2009, UL library staff began a 12-week online interactive training programme, Learning 2.0, also commonly known as ‘the 23 things’. Originally developed for staff in a public library system in the U.S. and licensed under a Creative Commons license, the programme has been picked up and adapted by libraries worldwide, including Imperial College and McMaster University.

UL library has localised the programme and also offered it to library staff in LIT, MIC and IT Tralee under the Shannon Consortium programme. UL library is the first to implement the Learning 2.0 programme in Ireland.

Library staff have set up blogs and RSS feeds, worked with online images, virtual libraries, ebooks, podcasts and videos. Social networking sites, tagging, wikis and online gaming were also covered in the course and, throughout, staff were encouraged to reflect on the potential implications for the library and share these reflections with colleagues through their blogs.

This programme raises the awareness and skill sets of staff in web 2.0 applications and enables the library to respond to the dynamic digital information environment and support faculty, researcher and student needs as they integrate web 2.0 tools into their teaching and learning activities. The programme will be offered to faculty, staff and researchers during 2009.

### **8.4 Library Ireland Week**

Library Ireland Week ran throughout Ireland from 2 to 8 March 2009. To mark this occasion Dr. John Breslin gave a presentation to library and university staff on the social semantic web and web 2.0 technologies on 2 March 2009. Dr. Breslin, a co-founder of the popular Boards.ie website, is based in the National University of Ireland, Galway and is an associate researcher and leader of the Social Software Unit at the Digital Enterprise Research Institute (DERI) at NUI Galway, researching semantically-enabled social networks and community portals.

### **8.5 INULS 2009**

The library at the University of Limerick will be hosting the Irish National and University Library Staff (INULS) conference 2009 from 18 to 19 June 2009. This is an annual conference hosted in turn by each institution in the INULS committee. This year’s theme is “connecting people to information.” The conference provides us with an opportunity to showcase the library, the university and Limerick to the national and academic library community.

## 8.6 Lunchtime Talks

Each year, a Lunchtime Talks series is offered to library staff on a variety of topics. This year, the series followed a specific theme: web 2.0. The theme was chosen to support staff participating in the Learning 2.0 / 23 Things programme but was open to all and proved very popular.

The following presentations were made by library staff and staff from other university departments with specific expertise in the topics:

- Blogs, RSS Feeds and Newsreaders (Michelle Breen)
- Flickr (Jane Gribbon)
- Tagging (Sinead Keogh)
- Wikis (Claire Bell)
- Social Networking sites (Michelle Breen)
- Online Gaming (Anders Sigfridsson)
- Google Maps (Brendan Bolger)

In addition, a lunchtime talk was hosted by the Special Collections Department on the theme of recent acquisitions. This is a recurring and popular event in the staff development calendar.

## 8.7 ANLTC

The Academic and National Libraries Training Cooperative (ANLTC) has been running a series of cooperative training events open to the member organisations since 1996. This year's programme included 13 events hosted by the member libraries. In December 2008, the library hosted a one-day course (Lessons in Leadership) and in April 2009 a further one-day event was hosted in Limerick (Librarian as Consultant). Further information on the ANLTC programme can be found at [www.anltc.ie](http://www.anltc.ie).

## 8.8 IUISC

This year's IUISC conference was held in Galway from the 4-6 March 2009. The theme of the conference was 'The changing Service Relationship'. Two UL librarians contributed to the parallel workshops: Michelle Breen, Faculty Librarian for Science & Engineering with responsibility for Architecture & Science presented on "Managing what we know - an information management solution for the library space" and Aoife Geraghty, Research Support Librarian on "Collaborate to compete - new library support models for 4th level Ireland". Librarian for Science & Engineering with responsibility for Engineering Micheal O hAodha presented at the poster session on the topic of mobile services.

**8.9 Attendance at training / development events 2008/2009**  
(excluding LNSS events)

Event	Number of attendees	Organiser
Management Development Workshop	6	Inhouse
6th Annual Joint IUQB Conference	1	Conference
Lessons in leadership	4	ANLTC
Digital imaging	3	ANLTC
Instructional Design & Online Facilitation	3	ANLTC
Librarian as Consultant	6	ANLTC
EAHIL 2009	1	Conference
Visit to UCC	4	ANLTC
IUISC 2009	4	Conference
INULS 2008	3	Conference
LIR Seminar 2009	2	Conference
Internet librarian 2008	2	Conference
Books to Buttons	1	Conference
TASI Workshop	1	External
Salvage Workshop	3	External
MARC records and Authority Control	2	LAI CIG
Power of Communications	1	HR
Absence Management	1	HR
MS Excel Expert	3	HR
MS Outlook	1	HR
MS Word Expert	1	HR
MS Access Expert	1	HR
Minute Taking for Chairpersons	1	HR
Manual Handling Training	14	HR
Usage Statistics Training Seminar	1	UK Serials Group

## **9 SPECIAL COLLECTIONS - REVIEW 2008/09**

### **9.1 Overview**

The Special Collections area contains the library's collections of archives and rare books. The year 2008/09 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 2008/09.

### **9.2 Ciaran McAnally Tourism and Travel Library**

Minister for Defence Mr Willie O' Dea TD was at the University of Limerick on October 16<sup>th</sup> to formally launch the Mc Anally Collection at the Glucksman Library. The collection is a library of Irish travel, topography and heritage literature spanning 400 years of publications and represents more than 50 years of dedicated work by the late solicitor and book collector Mr Ciarán Mc Anally.

The acquisition of this unique archive was made possible by a generous philanthropic donation by Dr Dermot Smurfit who is a director of the University of Limerick Foundation. Minister Willie O' Dea congratulated the University of Limerick Foundation for its role in sourcing the philanthropic gift that made this possible and he also thanked the Mc Anally family for their contribution to the acquisition of this collection of very valuable books and manuscripts. The library is grateful to Dr Dermot Smurfit, Mr George Cunningham, Professor Jim Deegan and to the Mc Anally family whose efforts ensured the acquisition of this collection.

The Mc Anally Tourism and Travel Collection was covered by the *Irish Times* in a feature article on Saturday, 21<sup>st</sup> February 2009, Weekend Review, page 6. The expansive article entitled "The Past Really is Another Country" by Rick LeVert, showcased the "treasure trove of travel writing on show at the University of Limerick, spanning 400 years, [as] a major Irish tourism resource."

### **9.3 Interview with Imeall - Clár Ealaíona TG4 & Kate O'Brien collection**

A team from *Imeall*, TG4's arts programme, visited the library to film with the Kate O'Brien special collection on 2<sup>nd</sup> February 2009. The programme covered the Kate O'Brien Weekend which runs in Limerick from Friday, 27<sup>th</sup> February. This year saw the twenty fifth anniversary of the weekend, the theme was "Celebrating Irish Writing" and *Imeall* showcased Kate O'Brien's archive material including photographs, research notes, scrapbooks and press cuttings, held by the library.

### **9.4 Book launch: Ireland's Wild Orchids**

The Special Collections Department of the library hosted the launch of the Irish botanical book *Ireland's Wild Orchids: a Field Guide* by Brendan Sayers and Susan Sex on Friday, 30<sup>th</sup> January 2009. A number of the original orchid watercolours that are reproduced in the book are on display in Special Collections.

## **9.5 Carrol Papers**

On Tuesday 4th November 2008 the Chairman of the Limerick Civic Trust Mr. Martin Bourke presented the Carrol Papers to the University of Limerick Glucksman Library. Limerick Civic Trust are loaning the papers to the library to facilitate access to the archive by researchers.

Limerick Civic Trust acquired the Carrol Collection from Mrs June O'Carrol Robertson in 2002 with the papers comprising of one part of the collection.

The Carrol Collection itself is a spectacular legacy of family heirlooms and military memorabilia dating back to the 1700's and continuing right up to the 1920's. It incorporates the military careers of five generations of the Carrol family starting with one whose exploits in the Peninsular War are legendary, Major- General Sir William Parker Carrol. The Collection includes memorabilia from the Peninsular Campaign, The Boer War and both World Wars. Many items are handwritten personal documents including a handwritten letter from The Duke of Wellington to William Parker and also his wife's diaries for the years 1817 - 1818 - 1819 (the year she died).

## **10 STRATEGIC ISSUES**

## 11 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