



**University of Sussex Library**  
Annual Report 2003/2004

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Deborah Shorley  
University Librarian

The Library's Annual Report for 2003/2004 tells a story of steady progress on all fronts.

Most importantly, this year we have developed a comprehensive Strategic Plan. As part of this lengthy, but very rewarding process we undertook a user survey (the first for years) and used what we learnt from it to inform our planning process. Much of what our readers said came as no surprise, but it was good to be able to confirm what we had suspected: students want more copies of the core texts, better photocopying facilities and more PCs. There is nothing new under the sun.

Meanwhile we have created a number of specific initiatives to help our users make better use of our resources, wherever and whenever they want. As a result of some nifty work with colleagues in IT Services, our users can now enter our Electronic Library simply by means of a single username and password. This is a groundbreaking development which has attracted a good deal of interest in the sector.

Also this year, using money from central University funds, we have built InfoSuss, a dedicated information literacy tutorial for students ([www.sussex.ac.uk/library/infosuss](http://www.sussex.ac.uk/library/infosuss)). Its elegant simplicity makes it a joy to use; it is a credit to all those involved.

All in all a good, and relatively settled, year for the Library. Our excellent staff are determined to do their utmost for all our readers. I am very proud of each and every one of them.

## Annual Report 2003/2004 Enhancing our services

### Consulting our users

As part of our research towards developing a Library Strategic Plan, we conducted a survey of University staff and student opinion on Library services during February 2004. The survey included questions on satisfaction with existing services and priorities for the future.

1,406 responses were received, representing approximately 10 per cent of the target population. Respondents were asked to specify their status (undergraduate, postgraduate, academic staff, research staff) and their School. The response rate covered the different units of the University quite well, although we were aware that students in the Centre for Continuing Education were under-represented. As part-time students are more difficult to reach in a survey of this kind than other parts of the University's largely campus-based community, we shall need to ensure they are more effectively included in future.

### Satisfaction with existing services

The top five services (measured as 66 per cent or above satisfied) included the online catalogue, the enquiries/helpdesk, lending services, current opening hours and the availability of individual study desks. The bottom five (45 per cent or below dissatisfied) included the availability of PCs, the availability of course books and essential texts, photocopying services, the range of audiovisual sources and the audiovisual viewing and listening facilities.

### Priorities for the future:

- More copies of core texts
- More up-to-date material on the shelves
- More resources into re-shelving
- Links to e-journals from the Library Catalogue
- More digitised texts, including electronic journals and books

- More photocopiers
- More consultation with departments about the selection of materials

### The Electronic Library

In response to the increasing expectations of students and staff for improved and extended access to resources, we launched new ways of accessing the Electronic Library at the start of 2003/2004 session.

Almost all our electronic resources can now be accessed off-campus as well as on-campus and, in most cases, our users no longer need 'Athens' usernames and passwords. They can log-in to a very wide range of networked electronic information resources on the basis of a single username and password which only has to be entered once.

This is possible either from the Library homepage or the University's Managed Learning Environment (Sussex Direct). We are unusual amongst UK libraries in providing this service. Ben Wynne, who led this development, has described the new log-in system in the May 2004 issue of *Update*, the monthly journal of the Chartered Institute of Library and Information Professionals.



The Library has launched new ways of accessing its electronic resources for greater ease of use, for example by logging on through Sussex Direct (above) with one password and username

### InfoSuss

The increasing use of electronic resources has been accompanied by a programme of both staff and user education. In August, we set up the Information Literacy Skills (InfoSuss) project funded jointly by the Library's own Innovation Fund and by the University's Teaching and Learning Development Unit.

A project officer, Masha Garibyan, was appointed for a year to work with Ben Wynne to develop a web-based tutorial for students to access and evaluate electronic resources. InfoSuss ([www.sussex.ac.uk/library/infosuss](http://www.sussex.ac.uk/library/infosuss)) – was designed to be available by the start of the 2004/2005 session.

### Self Issue machines

To help combat queues at peak times at the issue and returns counter, two 3M 'Self Issue' machines were installed on the ground floor of the Library in October 2003. Of the 124,000 items borrowed during the first eight weeks, nearly 35,000 items, or 30 per cent were borrowed using the Self Issue terminals. This was well above the 20 per cent target we were aiming for by Christmas.



Self Issue machines have helped reduce Library queues at peak times

### Collection Development

The Library's new Collection Development Policy is available at:

[www.sussex.ac.uk/library/aboutus/CollectionManagementPolicy.pdf](http://www.sussex.ac.uk/library/aboutus/CollectionManagementPolicy.pdf)

### RSLP funded work on the collections

During the year, the Library continued to receive an allocation of funds from the Research Support Library Programme (RSLP) to support access to research resources for the HE community. This year we used the award to evaluate and improve access to a collection of 6,000 books and journals which had been set aside over many years because they were fragile, rare or valuable.

As a result of this books and journals that had not been used for years and are not relevant to current teaching and research at Sussex have been withdrawn. Those in good condition were offered to antiquarian book dealers or to other more appropriate libraries. The items we have retained can be divided into the following categories:

- Very valuable books (including all those published before 1801) which have been transferred to secure and environmentally controlled storage with the other rare books collections already managed by Special Collections. Conservation continues on some of the more fragile volumes.
- A new local history collection comprising books which are fragile or have attractive plates. These cover the history, geography and geology of the county of Sussex and many have been donated by local benefactors.
- Small dispersed libraries which originally arrived with archival collections. These include the books published by the Vizetelly family and the books donated by Rosie Pool, advocate of Black American poetry. Reconstituting these libraries

## Annual Report 2003/2004 Enhancing our services

as small named collections means they can be more easily consulted in conjunction with the relevant archival collection.

- Journals, pamphlets and posters produced during the First and Second World Wars, many of them printed on poor quality paper and vulnerable because of their variable sizes, are now carefully stored and accessible for research.

### 'Shelf ready' books from the bookshop

Discussions between the Library and the University Bookshop have resulted in substantial improvements in book processing. From May 2003, all books purchased from the Bookshop arrived virtually ready for the Library shelves. This streamlining, which is now regarded as best practice in UK libraries, will significantly reduce the length of time it takes for books to reach the shelves once they have been receipted, so users will have their books available more speedily.

Paperbacks arrive already strengthened; hardbacks will have their dust jackets protected by book sleeves which means we are now able to keep dust jackets on the books. This looks more attractive and allows users to see the information on the covers.

Where books have been classified at the ordering stage they will arrive already with their classification labels. All new books will also contain the appropriate date labels and will be barcoded and stamped. Acquisitions staff have worked closely with staff in the Bookshop to ensure that servicing will be provided to our specifications and standards.

We are now looking at ways in which our suppliers can provide other services such as classifying, updating catalogue records, creation of orders on Talis (the library catalogue) from suppliers'

databases, and transmission of invoice information onto Talis preparatory to receipting.



Acquisitions team with new 'Shelf Ready' books

## Special Collections

### New reception area

Discussions between the Librarian and Dr Raphael Gross, the Director of the Centre for German-Jewish Studies (CGJS), resulted in new arrangements on the second floor of the Library. While the CGJS archives remain in the care of Special Collections, the Centre's academic and administrative offices have been relocated from the Library to Arts Building B.

The new office space has allowed us to introduce a dedicated reception area for welcoming researchers and inducting them in the use of the collections. Hard copy catalogues and finding aids together with some reference books have been transferred to the reception area leaving more space for users in the two reading rooms.

### Preservation Assessment Survey

In July the Library's Special Collections took part in the Preservation Assessment Survey as one of the pilot sites in the South East region. Four hundred

## Special Collections

items, ranging from incunabula to newspaper cuttings and Mass-Observation reports to scripts for *Take it from Here*, were assessed for their value to the nation's heritage, their value to the University, and their state of conservation.

As they are stored in good conditions, there were very few items that were seriously damaged either physically, chemically or biologically, but the survey showed that almost all the items had some degree of wear and tear, if only from such everyday activities as folding letters or using metal paper clips.

The object of the national survey is to discover the state of conservation of the UK's written heritage in order to ensure that unique and important items are preserved for posterity. It also enabled staff to consider our own priorities on the basis of the importance of the material and its state of preservation.

### The Mass-Observation Archive

The Mass-Observation Archive continues to enjoy a high public profile and has attracted regular use not only by members of the academic community but also from local history groups, schools and colleges, and the media.

In February it featured as the 'Collection of the Month' on the Archives Hub. The Archives Hub acts as the national gateway to descriptions of archives held in UK universities and colleges. Descriptions of all the collections held within Special Collections, including the Mass-Observation Archive, are available via its website at [www.archiveshub.ac.uk](http://www.archiveshub.ac.uk).

The first development plan for the Archive was agreed by the Trustees in 2003. This included the post of a part-time development officer, Sandra Koa Wing, who had recently completed her MA at

Sussex in Life History Research. Sandra was appointed from February 2004 for two years. Her remit includes the re-design of the Mass-Observation image and website, a review of the ways in which new writers are recruited to take part in the contemporary Mass-Observation Project and general support to the Director of the Archive, Dorothy Sheridan, in promotion and fund-raising.



Publicity leaflet for the Mass-Observation Archive's microfilms produced by Adam Matthew Publications

## Annual Report 2003/2004 Exhibitions

### Exhibition at Lewes Museum: The Paris Commune of 1871

As part of The Tom Paine Festival programme for 2004, we reproduced selected items from our Paris Commune Collection for display at the Barbican House Museum in Lewes.

The Commune collection was originally gathered by a Sussex lecturer, the late Eugene Schulkind, and is one of four in the world and the only one of its kind in the UK. It consists of contemporary books and journals, books and journals about the Commune published in the 20th century and original posters and cartoons. One of the treasures is the original Commune date stamp still showing the date of the fall of the Commune.

The exhibition was the outcome of a joint University of Brighton/University of Sussex collaboration in response to an invitation from Sir David Watson, Vice Chancellor of the University of Brighton who is an active member of the Tom Paine Society. It was curated by Rod Kedward, Emeritus Professor of History at Sussex, and Dorothy Sheridan, Head of Special Collections, also Sussex. The design and production were carried out by Judy Herbert, Senior Graphic Designer and Colin Matthews, Theatre and Exhibition Manager (both at the University of Brighton). The long-term plan is to make the exhibition available electronically.

### In the Library Foyer

Nov 2003 - Jan 2004

Mass-Observation on world events: recently acquired material from the Archive in Library Special Collections.

Jan - Feb 2004

War and peace: exhibition mounted by a group of undergraduate students using books from the Library main stock.



*Special Collections' poster from the Paris Commune Exhibition - part of the Tom Paine Festival programme 2004*

Feb - March 2004

Display of subject resources, leaflets and information sheets on the facilities at other libraries.

March - May 2004

Display of badges and jewellery from Brighton Museum.

May 2004

What did you eat today? An exhibition of items from the Mass-Observation Archive chosen and supplemented with additional material by artists Sandra Cross and William English; part of the Brighton Festival Fringe.

Summer 2004

Items from the Geoffrey Gorer Archive, Library Special Collections.

September 2004

Exhibition of selected Rare Books from Library Special Collections including the Travers and Baker Collections to coincide with the Rare Books conference at Sussex.

## Co-operation, collaboration, and staff professional activities

### Learning City Project

In January the Library was awarded a £15,000 Research and Development grant by SEMLAC (the South East Museums Libraries and Archives Council) to carry out a scoping study for a Learning City for Brighton & Hove.

The object of the Learning City is to allow learners of all kinds to use whichever local libraries are most convenient and suitable for their purposes. As part of the study, a web-based survey of library users' needs was undertaken, which will be supplemented by focus groups.

A technical feasibility study is also under way. The Project Manager visited a number of similar collaborative library projects in Milton Keynes, Sunderland, Liverpool and Lancashire.

### Working with the University of Brighton

During the year, Maggie Fieldhouse, Deputy Librarian and Head of Information Resources together with Steve Newman at the University of Brighton set up discussions between the two university libraries.

Both institutions face many of the same issues, so topics for discussion were not hard to identify. Those for the Operational Management Group and Library Sub-Group meeting included the agenda for the Subject Support Librarians (SSL) and their Information Advisors (IA) meeting, opportunities for shared collection development and policies on Interlibrary Loans. The SSL/IA meeting was designed as an exchange of experience workshop in which staff with similar roles at both Universities could talk about approaches to induction, user education and budget management.

### Frye Institute Leadership Program

In June 2004, our Deputy Librarian, Maggie Fieldhouse, was nominated by SCONUL (Society of

College, National and University Libraries) for JISC (Joint Information Systems Committee) funding to attend the Frye Institute Leadership Program at the Emory University Conference Center in Atlanta, Georgia.

Maggie was one of the 5 per cent of applicants who were accepted and the only representative from the UK. Apart from representatives from Australia and Ireland, all the other participants were from the USA. Leadership in libraries is currently high on the agenda of policy makers and senior managers to ensure that the leaders of the future have the right skills to manage in what is becoming a very different world of information.



*Maggie Fieldhouse (left) with fellow Frye students*

### Other staff professional activities

- Deborah Shorley, Librarian, President Elect, CILIP Toulouse conference
- Dorothy Sheridan, Women of the Year event
- Deborah Shorley to LIBER in St Petersburg, 'Integrating Europe! - New partnerships across old borders'
- William Alexander, Support Services Manager, Pan European conference portals
- Mary Nixon, Library Project Development Officer, to Rare Books Group Conference, Oxford,
- Mary Nixon member of Rare Books Group committee

## Annual Report 2003/2004

### Key statistics and publications

	2003/2004	2002/2003	Notes
<b>Registered users</b>			
Staff & students	17,773	14,082	
External users <sup>1</sup>	1512	433	1 Rise in external users - Due to regrouping of user groups in Talis and entry management system; should be consistent for next session.
<b>Total</b>	<b>19,285</b>	<b>14,515</b>	
User visits <sup>2</sup>	733,114	829,731	2 Decline in user visits - This is an ongoing decline in physical visits mostly due to increase in use of electronic journals and information sources ie. increase in use of virtual visits, electronic library.
Items borrowed	763,957	616,368	
Items consulted in Special Collections	5,550	5,533	
<b>Hours open per week</b>			
Term time	80.5	72.5	
Vacation	67	44.5	
<b>Materials</b>			
Bookstock <sup>3</sup>	793,573	787,971	3 Increase in bookstock - This is a small increase where the number of acquisitions exceeds the withdrawals. The previous sessions saw a large drop due to Lewes flood withdrawals.
Books added during the year	14,500	13,132	
Print and electronic journals (by title) <sup>4</sup>	10,668	9,740	4 Increase in print and electronic journals - Due to extra titles being added in publisher clusters. There is no significant change in single titles for this session. 2004/2005 will show a drop in single titles due to budget constraints. These changes are reflected in other comparable university libraries following the trend to convert from print to electronic media.
<b>Staff: full-time equivalent</b>			
Core-funded staff	78.9	79.3	
Non core-funded staff	5	4.2	
<b>Library expenditure</b>			
Information resources	£1,344,442	£1,257,795	
Other running costs	£531,849	£638,308	
Staff salaries	£1,926,762	£1,824,603	
<b>Total</b>	<b>£3,803,053</b>	<b>£3,720,706</b>	

### Publications

Nixon., Mary: Article *Small but perfectly formed: Art and Design Books in Brighton* in *Art Libraries Journal* Vol. 28 no.4, 2003

Sheridan, Dorothy: *Images of Britain: Mass-Observation 1937-2003* in *Art Libraries Journal*, 29:1 pp.30-34, 2003

Sheridan, Dorothy: *Ordinary lives and extraordinary writers* in *Fragelist och Berattgladje* eds B. Nilsson & C. Westergren, Stockholm: Nordiska Museet Forlag, 2003

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