

University of Sussex
Library

Annual Report 2005/2006

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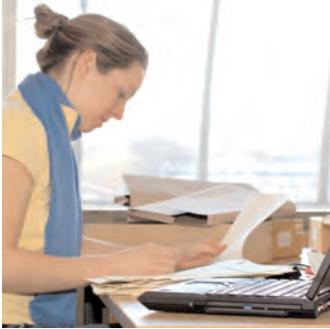
Deborah Shorley
University Librarian

September 2005 marked a fresh start for the University of Sussex Library. In mid 2005 we took a bold decision to replace our traditional subject-based approach with a twin-track model that explicitly supports the University's research mission, as well as its learning and teaching. It is far too early to know how well this will work out, but so far the signs are very encouraging. We now have good links with individual departments through a network of Library representatives, and are better able to respond promptly and flexibly to the varied needs of different subjects.

We have all climbed a steep learning curve this year, and at times it has been very daunting. But throughout the Library the new teams have tackled each challenge with impressive enthusiasm.

A library's greatest resource is the people who work in it. I am proud to say that I have never worked with better colleagues. I am grateful to them all for their wholehearted loyalty and commitment.

A handwritten signature in black ink that reads "Deborah Shorley". The signature is written in a cursive style and is positioned on a light-colored, slightly textured background.



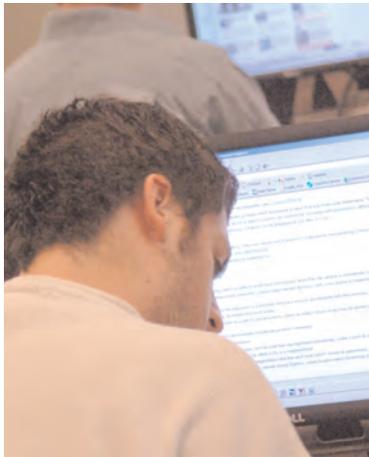
There has been an increase in the number of undergraduates using Special Collections

Research Services – Dorothy Sheridan

The two sections in Research Services have had very different years: for Special Collections it has been a time for continuing development. User numbers are healthy and there has been a steady increase in access by Sussex undergraduates, often in groups with their tutors, to study both the archives and the rare books. Several of our best known collections have been the basis for books, radio programmes and television films this year.

By contrast, the first year of Research Liaison has been a time of discovery and innovation. A library unit dedicated to supporting research is still a relatively new idea in HE and has attracted interest from colleagues in other libraries, some of whom have visited to discuss how we are working. We have concentrated most of our energies in two key areas: improving our communication with academics and critically examining our systems for journal delivery. The priority is to ensure that academic colleagues have up-to-date and accurate information about what the Library offers. We have therefore created new web pages aimed specifically at researchers. They deal with information about new resources and link to news on the national level, which we feel will be of interest. We have begun dialogues with research groups as well as with individual academics. This has helped to inform our collection development in support of research and has provided us with an opportunity to update researchers on new resources and the skills required to access them.

As part of the Library's overall plan to develop its collections, we have been evaluating both the current delivery and budgetary system for journals and working towards the creation of a core journal provision for Sussex. This work has been aided by our participation in a national JISC (Joint Information Systems Committee)-funded project based at Birmingham University, which is analysing the comparative usage and value for money of electronic journals. The accelerating shift to electronic-only resources and the combining of titles into journal 'bundles' by the major publishers means that we must have new mechanisms in place in the Library to meet these challenges. To promote campus-wide debate in this area, we held the first of our research seminars in December. Tony McSean, Director of Library Relations at Elsevier, addressed a lively audience of academics and Library staff on the electronic journal publishing world with specific reference to ScienceDirect.



New Information Services web pages provide answers to frequently asked questions

Information Services – Cath Morgan

We (Lending Services and Learning and Teaching Support) have been focusing on ways of improving the users' experience through increasing their awareness (and use) of the range of resources they have available to them.

The first step in this campaign was to completely overhaul one part of the Library website. We now have a set of pages that target specific groups of users – students and academics – to reflect our new approach. The new pages for students provide an overview of the types of questions frequently asked at service points, while also alerting them to other services and resources they would need to pursue their studies – links to online tutorials, resource lists etc.

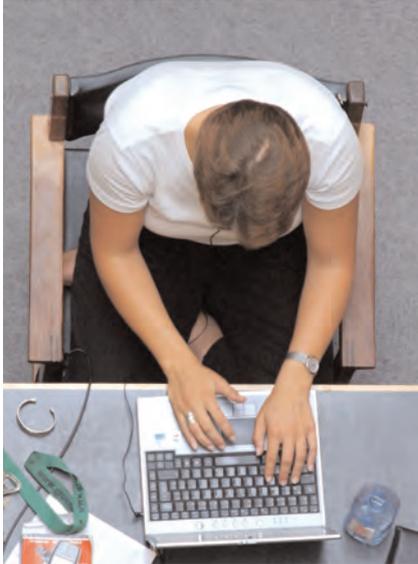
The pages for staff have three main areas – one relating to Library policies and procedures, and the others focusing on either support for their teaching or research activities. Time will tell whether we have achieved what we set out to do.

This year we also introduced a new blended learning approach to student teaching sessions. Working closely with individual academics, aims and objectives are defined to inform the content of the session and the end of session evaluations are based clearly on the previously stated aims and objectives. This has enabled us to measure our effectiveness and adjust accordingly. We've also held a number of sessions specifically for academic staff and, so far, feedback has been extremely positive.

Following a campaign of awareness-raising through induction, teaching and publicity, we have recorded a significant increase in the usage of InfoSuss, our online information literacy tutorial – www.sussex.ac.uk/library/infosuss We have also taken the first step towards fulfilling our strategic goal of improving access to course materials by purchasing the Political Science Collection of Oxford Scholarship Online. Academic staff will be using many of the titles held in this collection as recommended readings, so reducing the pressure on print.

We hope that additional provision of self service borrowing and book return facilities will result in a further increase in take up, and keep queues at service points to a minimum.

Annual Report 2005/2006 From the Library management team



Wireless access has been increased to almost all areas of the Library

Technical Services – Adrian Hale

Technical Services have continued to contribute to improving the Library's ability to deliver information in electronic form. Library Systems has now increased wireless access to almost all areas of the Library. Technical Development is in the process of implementing Ex Libris' SFX. This is a link resolver that will allow users to go directly from a citation in one service, such as an abstracting and indexing database, to the full text of the document in another. Technical Development has also been responsible for managing the University's Institutional Repository project (see Highlights of the year on page 5).

There has been a decline in the number of interlibrary requests (ILR) submitted, possibly reflecting the increased availability of online information. With the exception of signatures for copyright declaration forms, most ILR work is now taking place electronically, particularly since we have started using the British Library's Secure Electronic Delivery service regularly. Recent briefings at seminars and conferences on inter lending, copyright and digitisation have reinforced this changing role of Document Supply. We have also started using the Copyright Licensing Agency's Trial Scanning and Photocopying Licence to provide electronic access to articles and chapters from books listed on reading lists.



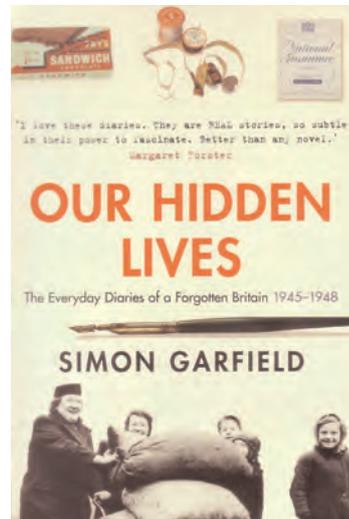
New signage has been introduced throughout the Library

Library Administration – Sally Faith

This has been an extremely productive and challenging year for the Administration Department. A significant start was made to our refurbishment programme, with a complete redesign of our users' toilet facilities in the summer of 2005 and the unveiling of a new reception area at the end of July 2006. During the course of the year, new signage has been introduced throughout the Library which, as well as complying with the University's visual identity, is also more helpful to our users. The Library invested just over £25,000 in staff development this year, as a result of which nearly all staff for whom training needs were identified received some developmental training. This has helped us to embed fully the new staff structure introduced last year.

Dramatisation of Simon Garfield's book *Our Hidden Lives*

Two films drawing heavily on material from the Mass Observation Archive were broadcast on BBC4 in October 2005 as part of its *Lost Decade* season. A dramatisation of *Our Hidden Lives*, an anthology of post-war Mass Observation diaries edited by Simon Garfield (Ebury Press, 2005), was broadcast on 3 October. Later on in the season the controversy surrounding Britain's first ever sex survey, carried out by Mass Observation in 1949, was explored in the documentary *Little Kinsey*. The 'Little Kinsey' study was also discussed on Radio 4's *Woman's Hour* on Friday 30 September.



Our Hidden Lives, an anthology of post-war Mass Observation diaries edited by Simon Garfield (Ebury Press, 2005)

Institutional Repository

The Library introduced a pilot Institutional Repository in 2006 – Sussex Research Online www.sussex.ac.uk/library/ir This will make much of the University's research output publicly available via the web, greatly improving access to articles and other publications often limited to those paying high subscriptions for access. A dedicated project officer has been recruited for one year to work on the repository. The software – the open source 'eprints' from the University of Southampton – is now configured for use, and the large task of working with researchers across campus to encourage them to deposit their research is well underway.

International conferences

The Librarian, as the Chartered Institute of Library and Information Professionals (CILIP) President (2005/2006), attended The International Federation of Library Associations and Institutions' (IFLA) World Library and Information Congress: the 71st general conference and council held in Oslo, 14-19 August 2005. She also attended the Tunis World Summit on the Information Society (WSIS) which marked the culmination of two years' work started at the Geneva WSIS in September 2003.

Rare Books Catalogue

A Research Support Libraries Programme (RSLP)-funded cataloguing project was undertaken between April 2005 and May 2006 to add four discrete Rare Book collections, the Travers, Baker, Foyle and Caffyn collections, to the Library Management System, TALIS. Over 550 records were added, improving accessibility for students, academics and external users to these collections.

Highlights of the year and Investing in the future

Sussex periodical titles now on SUNCAT

Details of our periodical titles and holdings were loaded on SUNCAT (Serials Union Catalogue for the UK). SUNCAT is a national project funded by JISC with funds from RSLP. We are pleased to be able to contribute to its aim of providing a single tool for researchers to locate serials held in libraries throughout the UK.

The microform reading room

In spring a new microform reading room was created in the Library – bringing together in one space some of our most important microfilm and microfiche collections. These include: current and historical newspapers (such as *The Times* and *Le Monde*); the ‘Testaments to The Holocaust’ collection; the ‘Virginia Woolf Manuscripts’ collection; the ‘Papers from the Mass Observation Archive’.

The room currently houses over 5,000 reels of microfilm and 11,000 sheets of microfiche, with three microform reader/printers plus one microfiche-only reader. We plan to move in additional collections and provide more sophisticated reading devices.



The Library's new microform reading room houses over 5,000 reels of microfilm and 11,000 sheets of microfiche

Investing in the future

The value of investing in our staff through a robust and varied staff development programme is becoming more apparent, both in our daily working practices and in our ability to plan for the future.

UK Serials Group

LOCKSS (Lots Of Copies Keeps Stuff Safe) took on a far higher priority for Sussex following a presentation at UKSG (UK Serials Group) about the benefits of ensuring perpetual access to our e-journals. We have now signed up to the service and implementation is planned over the coming year.

LILAC (Librarians Information Literacy Annual Conference)

Attendance at both this and other events has generated new ideas about information literacy training for our students. Future plans include using new technologies such as Moodle and Jorum to deliver information literacy to more people. These events have also furthered our understanding of different teaching methods and reinforced our decision to change the style of delivery for teaching sessions.

TICER (Tilburg Innovation Centre for Electronic Resources)

Listening to the views and advice of some of the most respected people in the field of open access publishing provided invaluable insight during the development of our

Institutional Repository (IR): Sussex Research Online. Discussions relating to the use of technologies in communications helped us decide to use blogging software to keep people up to date with IR developments.

Enquiry handling

A new programme of enquiry training for both new and existing staff was implemented in December. The sessions concentrate on developing skills to answer enquiries using both print and electronic resources. They are delivered using similar methods to our teaching sessions for students and feedback is positive. We are also taking advantage of free training offered by some resource providers eg *Web of Knowledge*, and will continue to do so.

Customer service

Staff from all areas of the Library have been encouraged to develop their customer service skills by attending seminars and courses on topics like disability awareness, international and cultural awareness and coping at the counter.

Disaster management

Staff from across the Library were trained in the practicalities of dealing with a disaster, the importance of clearly defined disaster management teams and being aware of the mental and physical welfare of all those involved. Membership of the M25 Disaster Recovery Group will help us develop a more practical manual to be used as an aide memoire if we have a disaster.

Evaluating electronic resources

To discover more about different methods of journal delivery and identify strategies for developing a core collection of journals to meet the needs of our researchers, library staff attended a number of conferences and workshops on electronic resources. Of particular interest were evaluation measures – for example, value for money and the level of use.

We are also participating in the JISC-funded national project on journal usage based at Birmingham, which is providing us with a lot of useful comparative information to use locally in discussion with academics. With the Project Muse evaluation process now completed we look forward to examining use of other bundles in more detail – Science Direct for a start.

Researcher behaviour

Attendance at several Society of College, National and University Libraries (SCONUL) events – including the Annual Conference in Newcastle, where supporting research was one of the key themes – and the publication of a major research project on researcher behaviour by the Research Information Network (RIN), has helped inform how we might develop services for our researchers. Researchers are moving towards a greater reliance on virtual library services but tend to be averse to formal training. We are developing a more collegial approach through providing small-group work, short customised help sessions and a good deal of dialogue. The bottom line is: one size doesn't fit all and we need to be prepared to be flexible in our approach.

Key statistics

	2005/2006	2004/2005
Registered users		
Staff and students	17,747	15,842
External users	1,487	2,669
Total	19,234	18,511
User visits	680,434	773,714
Items borrowed	642,598	676,392
Items consulted in Special Collections	6,000	5,855
Hours open per week		
Term time	79.25	79.25
Vacation (easter)	67	67
Vacation (summer)	50	50
Vacation (Christmas)	45	45
Materials		
Bookstock	831,916	816,130
Books added during the year	16,136	15,659
Unique journal titles received as print	1,036	1,370
Unique journal titles received in electronic form	2,635	2,944
Staff: full-time equivalent		
Core-funded staff	72.54	68.33*
Non core-funded staff	3.6	3
Library expenditure		
Information resources	£1,645,514	£1,528,307
Other running costs	£484,035	£445,864
Staff salaries	£1,571,497	£1,784,725
Total	£3,701,046	£3,758,896

*Excludes approximately 7 full time equivalent vacancies

Library structure

