Progress to Date for 2015

Goal 1: Student Experience

1.1 Library Search became our single catalogue for searching our collections, both online and physical. We upgraded our Library Search to improve discovery of our collections and to enable users to access their account information.

1.2 We responded to issues raised in the Library Survey 2014 and repeated the Survey in 2015, disseminating the results widely.

1.3 We continue to work closely with three undergraduates appointed as SAGE Scholars in 2014. This programme has been extended with funding from SAGE to allow us to recruit three new undergraduate scholars in September 2016.

1.4 We analysed the 2015 NSS quantitative data and qualitative comments by department to target liaison around collections and services.

1.5 We were shortlisted for the 2015 Times Higher Leadership and Management Awards for our innovations in supporting the student experience.

1.6 Following the introduction of Alma and in response to a number of comments on library fines, a full review of the Library Fines Policy was undertaken and major changes were introduced to the fines and renewal procedures. Early indications are that the response has been extremely positive.

1.7 We successfully undertook our annual CSE review gaining our first ‘Passplus’.

1.8 Working with SEF, we have completed a project to provide 8 new gender-neutral, user-accessible toilets on the 2nd floor.

1.9 60 new ‘quiet’ study spaces have been created on the 2nd floor (including 30 refurbished spaces) which are proving popular and well used.

1.10 The Training Room has been relocated to the 2nd Floor with a more helpful layout and up-to-date technology.

1.11 In concert with Finance, we are now able to offer online payment for external membership.

1.12 Revisiting the working hours of frontline staff in the context of the terms and conditions has enabled us to increase opening hours at weekends and during vacations. We are aware, however, of the reliance we place on volunteers outside of core hours.
1.13 Following the success of the introduction of laptop loans in 2014, we have invested in a further 24 which have been installed in the 1st floor Group Study area.

1.14 Work has been carried out to attach electricity sockets to user desks on the ground floor where possible to avoid the need to access floor boxes.

1.15 We worked with QSHE to carry out a full building Fire Audit to ensure the safety of all staff and users.

**Goal 2: Learning and Teaching**

2.1 Sabre, our innovative search interface for the libraries within the BSMS partnership was shortlisted for a Times Higher Education Leadership and Management Award for Digital Innovation of the Year 2015.

2.2 Our digitisation service continues to grow: 432 reading list extracts were scanned in-house and made available to students via Study Direct in 2014/15, an 85% increase on the previous year.

2.3 We introduced a single sign-on for our search and online resources to simplify our users’ access between the two.

2.4 We introduced Browzine, a service which allows users to scan and browse online journals on their tablets and mobiles more easily.

2.5 We increased our face-to-face teaching as part of an embedded programme of teaching alongside academic staff. Excluding induction, we doubled the number of students we reached in 2015 to 2157 as well as increasing the variety of departments and subjects that we supported.

2.6 Take-up of the reading list system continues to grow with a rise in the number of reading lists created in the first half of the academic year with a rise of 330 in 2014 to 467 in 2015.

2.7 Integration of the RLF Fellows into the Library Services.

**Goal 3: Research**

3.1 Our application for membership of Research Libraries UK (RLUK) was successful, formally recognising our status as a high quality research library among our peers and providing opportunities for working with prestigious institutions and share best practice.

3.2 We have increased the number of Sussex doctoral theses which are available online through the British Library’s EThOS service to 3,808, around 44% of our total print collection. This increases the visibility and access to Sussex doctoral research: 4917 Sussex theses were downloaded by researchers worldwide in 2014/15.
3.3 In collaboration with the Sussex Humanities Lab (SHL), we have recruited a Research Fellow to work alongside staff in the Library and the Lab drawing on the collections and the expertise of Library staff in support of research projects in the SHL.

3.4 The Richard Attenborough Collection was deposited with Special Collections and work is underway to open up the collection within 18 months.

3.5 We delivered a full programme of events as part of the 2015 Research Hive Seminar Series. Topics included copyright in the digital age, developing a sustainable approach to managing digital research outputs, books sprint and big data and moving towards an open access future.

3.6 Recruitment of three new Research Hive Scholars in 2015 to support an advocacy programme with our Research Students.

**Goal 4: Open Scholarship**

4.1 We established new management arrangements for Sussex Research Online (SRO), working with ITS and Research & Enterprise, to ensure that it is able to respond to emerging requirements around research assessment, Open Access and University research management.

4.2 A significant proportion of staff time in Cataloguing is now spent dealing with new research outputs being added to SRO. 3980 outputs were added in 2014/15, a 67% increase on the previous year’s total of 2378.

4.3 Staff in Research Support delivered the second RCUK OA compliance report demonstrating a 76% compliance with the RCUK Open Access policy. The RCUK target for year 2 was 53%.

4.4 We delivered a series of presentations and 1-2-1 informal drop-in sessions to Schools promoting OA publishing and highlighting the compliance requirements for the RCUK and HEFCE OA policy.

4.5 We supported a number of Schools in the development of their School-based OA policies.

4.6 As part of Open Access Week we delivered a seminar on the future of Open Access with Sussex speakers, Professor James Wilsdon and Dr James Baker.

**Goal 5: Content**

5.1 We continued to invest heavily in e-books in 2014/15, for the first time spending over 50% of our book budget on e-books, and provided access to large collections of e-books to users through newly emerging evidence-based models of delivery.
5.2 We successfully launched Alma, our new library management system, which is enabling us to integrate the management of our print and online resources much more effectively.

5.3 The Anna Mendelsohn Collection of avant-garde papers and paintings was opened up to the public after an extensive cataloguing project funded by the University and in collaboration with The School of English.

5.4 In close liaison with BMEc, we continued explore cost effective ways to distribute content to large cohorts. In 2015 we licensed text book content through Kortext, thereby offering the resource to all students on the course via Study Direct.

5.5 We completed the review of class marks H and Q in close liaison with academic colleagues.

5.6 A full clean of all stock and shelving was carried out in the summer of 2015 to help reduce dust and protect our print collections.

5.7 We repurposed the old safe to accommodate the artworks, releasing space in the South Basement for other collections.

**Goal 6: Collaboration**

6.1 We worked with TEL to coordinate another successful Mobile Technologies Week in November 2015, offering a range of workshops and events attended by undergraduates, postgraduates and doctoral students, as well as Academic and Professional Services staff. Among the highlights were an online ebook training course, an ORCID workshop and a makerspaces workshop.

6.2 We worked closely with TEL to promote the integration of reading lists within Moodle to teaching staff. We currently have 168 integrated lists.

**Goal 7: Engagement**

7.1 The Technical Services Librarian has continued to contribute to SCONUL’s Copyright Sub-Group, providing briefings for Library Directors and training to the HE library community on copyright issues.

7.2 We appointed the third of our Briggs Interns in autumn 2015 funded by a matched donation from Professor and Mrs Malcolmson and a gift from Adam Mathews Publications. As well as completing a full programme of archival studies, the focus of this particular internship will be teaching and online archives.

7.3 We delivered a well-attended event on the future of the academic book during Academic Book Week as part of the AHRC/British Library Academic Book of the Future Project.
7.4 We delivered a full programme of public events at The Keep including with external speakers talks on the Mass Observation Archive, The Kipling Collection and the Anna Mendelssohn Collection.

7.5 We were invited by Sussex Police to send a number of staff to participate in their annual mentoring training day where we joined representatives from all emergency services in the area as well as East Sussex County Council and a small number of local businesses.

Goal 8: Staff

8.1 We took the opportunity provided by the introduction of our new library management system and the departure of a staff member to create a new management role to bring together the delivery of both print and online resources within the Library.

8.2 The flexi-time pilot introduced in 2014 was rolled out to most clerical staff. Staff feedback is positive.

8.3 Lending Services and Planning & Administration Departments were combined to create Frontline, Planning and Support Services. This enables managers to ensure a more comprehensive customer service provision through a holistic approach to training and procedures.

8.4 The annual library staff survey was carried out in the spring of 2015 with no major concerns arising.

8.5 During the calendar year 2015, 12 staff (9.5 FTE) were given opportunities to transfer internally. Of those, 9 (6.82 FTE) had opportunities to work fixed term in other sections, 6 (5.05 FTE) at their substantive grade and 3 (1.77 FTE) at a higher grade. The other 3 staff were transferred on a permanent basis.

8.6 7 staff (4.5 FTE) successfully applied for jobs representing a promotion and a further two staff (2.0 FTE) were promoted in post.

8.7 91% of staff attended staff development events offered by the University or externally during the 2014-15 financial year.

8.8 We introduced a new staff handbook – physical copies for new starters and electronic for existing staff.