INFORMATION SERVICES

University Library Annual Report
2017-18

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Context

This year saw the creation of a new Executive Directorate, Information Services, bringing together the University Library and IT Services. This convergence is giving us the opportunity to develop innovative and streamlined services working together, whilst continuing to deliver excellence in supporting the student experience, learning and teaching, and research.

Information Services comprises three directorates; IT Services, Library Services and a newly created directorate, Business Relationship Management and Engagement (BRM).

Business Relationship Management & Engagement brings together the front-line services of the Library and IT Services, including the Library Enquiry Service and the IT Helpdesk, which are the first point of contact for staff and students to get support for IT and Library matters; BRM is also leading our work in building on and strengthening our relationships with the Colleges.

This report specifically covers projects and achievements in delivering Library services.

Maximising the value of our collections

The Library's unique and distinctive collections offer wide-ranging opportunities for students, academic staff and external users for research and discovery. We are continuing to take in new collections and to find new ways of exploiting the immensely valuable collections that we hold

- The Library's significant collection of Gaelic manuscripts was enhanced further through the donation of the papers of the late Lewis poet, Norman Macleod, and the acquisition of an important, early 19th century, annotated Gaelic dictionary. A number of key Gaelic manuscripts were also digitised as part of a Royal Society of Edinburgh Network award to academic colleagues in the Celtic Department.

- With the generous support of the National Fund for Acquisitions, the Library purchased an important letter from the artist James McNeill Whistler to his friend, Claude Monet. The Library holds the largest single collection of Whistler's correspondence, including 14 letters from Monet to Whistler, but none from Whistler to Monet. This acquisition fills in a crucial gap in this correspondence and provides a significant part of the 'missing half'.
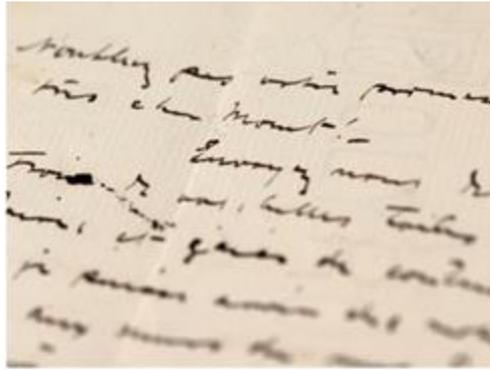
Extract from Whistler's letter to Monet (MS Whistler M525)

- In total, there were 40 new archive and manuscript acquisitions and 46 rare book acquisitions this year.

- Autumn saw the completion of three Wellcome Trust funded projects. In October, the archive of the entomologist, Alexander John Haddow, relating to his ground-breaking work on the Zika virus, was launched at a public event hosted by the University Chancellor.

- The following month saw the formal launch of the catalogue of the Scottish Allotments Collection, which includes the papers of the allotmenteer and social campaigner, Victor Webb.

Tending allotment, Saltcoats, 1940 (UGC222)

- The Wellcome Trust also supported a project to transcribe the early manuscript catalogues of William Hunter's Library. A public event was held at the end of the project accompanied by a display of books from Hunter's library and a series of 'mini-talks' were presented throughout the evening.

- The Library's Conservation Team undertook a major programme of preparation and conservation on nearly 100 items from the Library's collection ahead of their inclusion in the Hunterian Art Gallery exhibition, '*William Hunter and the Anatomy of the Modern Museum*' (Glasgow, Oct 2018 – Jan 2019, Yale Center for British Art, New Haven, Jan – May 2019).

Collections engagement

Archives and Special Collections

The Library's Archives and Special Collections continue to be used actively in teaching at undergraduate and postgraduate levels. Over the course of the academic year 108 curated sessions were delivered, representing a 17% increase on the previous year. In addition, 66 student placements and internships were hosted across Archives and Special Collections in 2017-18.

Public and academic engagement

- Our collections were used in diverse ways to support public and academic engagement, including: Nights at the Museum; VIP visits to the University; 'Historical Conversations' programme, and 'Collections Then and Now' workshops, both at Kelvin Hall.

- *'Wings to War: Glasgow and the Centenary of the Royal Air Force'* The Library contributed to the University's World War One Commemoration by working with the Hunterian to produce an exhibition in the Chapel which explored the connections between the RAF and the University and city of Glasgow.

- Items from the Library's collections featured in a number of international exhibitions this year, notably through loans to the Musea Brugge in Belgium, the Peabody Essex Museum, Massachusetts, and the V&A, London.

- The School of Physics and Astronomy hosted the Europhysics Conference on the Atomic and Molecular Physics of Ionized Gases. To mark the occasion, the Library curated an exhibition for delegates showcasing material from the Physics and Astronomy collections held in Archives and Special Collections.

- The collections were also used throughout the year to promote the University nationally and internationally, and to showcase the diversity of our collections. Highlights include a copy of Whistler's 'Ten O'Clock Lecture' being used in the Smithsonian's Freer|Sackler Gallery exhibition, 'Whistler in Watercolour'; an image of ornamental ironwork of Walter Macfarlane's Saracen Foundry being featured in the new displays at the V&A Museum in Dundee; editions of Burns featuring in BBC interviews with Professors Murray Pittock and Gerry Carruthers; and extracts from the RD Laing collection being used for a Radio 4 programme on Laing.

Supporting the student experience and improving service delivery

24/7 opening

Students have been requesting 24/7 opening of the Library for a number of years through the SRC and also through the various student surveys run in the University. (Current normal opening hours for the Library are 7.15am to 2:00am (19 hours) 361 days a year). Working in partnership with the SRC, the Library piloted two periods of 24-hour opening during the exam periods in the 2017/18 academic session. The overall response to 24-hour opening was very positive, and students used the service regularly. We are consulting within the University about further 24-hour opening of the building.

#LibAsk brand

The Library Services Team developed a brand identity, #LibAsk, for the roving student ambassadors, to raise the profile of the support on offer and to engage with students throughout the building. This has been very successful and has allowed us to pilot and test options for supporting services flexibly. The lessons learned are contributing to planning for the James McCune Smith Learning Hub service model.

UX research and training

Information Services received University Services Innovation Funding to support collaboration between BRM and the College of Arts focusing on piloting a range of methods for UX research, design and testing. This has produced demonstrable results which show how user-centred design directly contributes to the University's strategic goals.

Library web presence redesign

The Library homepage was redesigned in summer 2018 to better reflect the needs of our users, with an improved task–based approach. The team worked with students and stakeholders using UX techniques. The outcomes include improved engagement with the homepage and an improved library search box, embedded into the MyGlasgow for students landing page.

EdShare learning objects repository

The EdShare repository for learning objects has been developed, installed and customised. The EdShare steering group are working with colleagues at the University of Southampton to finalise this service. Various promotional activities took place including at the 2018 Learning & Teaching conference, and a presentation to University staff involved in e-learning.

Laptop loan service

24 laptops are now available for loan in self-service lockers within the Library. The lockers are fully integrated with the Library Management System and students can borrow them for up to 4 hours using their library card. The laptops are available to students with the full functionality of CSCE desktop but delivered via a Virtual Desktop Installation (VDI). The service was instantly popular with students, with over 1000 loans within the first 3 weeks of operation and has generated interest from other departments and other institutions. We will extend the service during the next academic year and this will be the model for IT provision in the James McCune Smith Learning Hub.
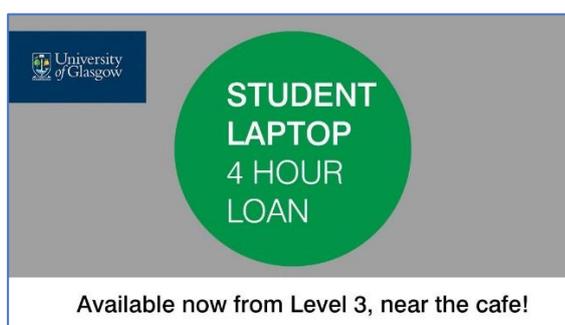
New Sound & Vision Lab

This new lab has been developed on Level 4 of the Library. The Sound and Vision Lab offers an integrated suite of resources and facilities, encompassing a performance space, with electronic piano keyboards, access to music notation software and listening facilities for downloads and CDs.

Online browsing access

The Library launched a new online journal browsing tool called Browzine. Browzine allows users to browse or search the Library's collection of e-journals by title, subject, or ISSN and to create customisable bookshelves of their favourite journal titles. The Browzine tool has been integrated into the Library's discovery system, Summon, enabling users to link to journal issues and article PDFs directly from the search results page.

Reading Lists @ Glasgow service

The service continued to see considerable growth with a 29% increase in the number of lists available in 2017-18. The lists cover over 1800 courses in the University. The Accessibility and Inclusive Learning Policy, which recommends the use of the service to ensure access to course materials for students, will be a key driver for further growth in the use of the service in future years.

Digitisation of course materials continues to grow

There was a 32% increase in the number of courses for which digitised readings were supplied and a 16% increase in the actual number of readings made available in 2017-18. The Colleges of Arts & Humanities and Social Sciences continue to be the biggest users.

Supporting research

Managing your Publications website

Demand for quantitative indicators for research outputs from Colleges and Schools has continued to increase and a new 'Managing your publications' website was developed in partnership with the Head of Research Policy and the College Librarians. It provides a focus for the University's Responsible Metrics statement and gives advice through three simple steps on managing publications: 1) Register 2) Share 3) Track. The University's Research Week and the Research Fair 2018 was themed around these three steps.

Knowledge Exchange and Impact Repository

This new secure repository developed in partnership with Research and Innovation Services was set-up to capture examples of knowledge exchange and evidence of impact for the University's research.
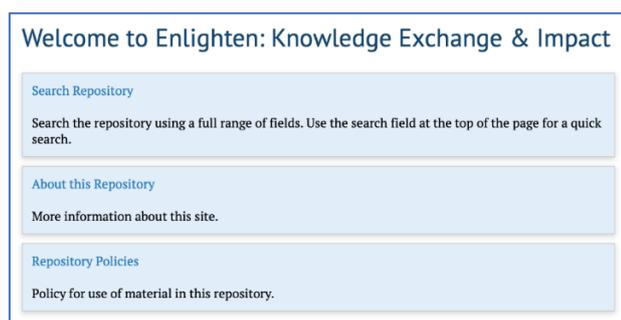
Open research initiatives

The Library's Research and Information Management Team continue to be at the forefront of open research initiatives. During 2018 they led several external projects including one working to clarify funder requirements for research data and another clarifying the licencing of datasets both from a creator and end user perspective https://datasetlicencing.wordpress.com/. All of these activities have involved extensive discussion and dissemination to peers.

Data management plans

The Research and Information Management Team have worked closely with Graduate Schools to support all postgraduate students in the production of a Data Management Plan (DMP) for their research as part of the first year review process.

Enhanced visibility of REF2021 open access compliance

This was enabled for Research and Teaching staff for the 2018-19 PDR cycle. This work was done in partnership with HR, IT Services and the Research and Innovation Office.

Open access article processing charges

Discount arrangements set-up in 2017-18 included the American Academy for the Advancement of Science (Science Advances), Cambridge University Press and MDPI. University of Glasgow authors are now entitled to discounted APC rates with these publishers.

Outreach and engagement

Library 50

The Library building celebrated its 50th anniversary throughout 2018 with an exhibition in the Library, a programme of events and talks, a four-page feature in the alumni magazine 'Avenue', and a collaboration with the writer and artist Alasdair Gray, whose mural of the Hillhead skyline featured in the exhibition. A celebration of the Library's opening was held in August 2018, with the University Chancellor, Kenneth Calman, giving a celebratory address. Past and current students and staff contributed to the exhibition with memories and reflections of the University Library.
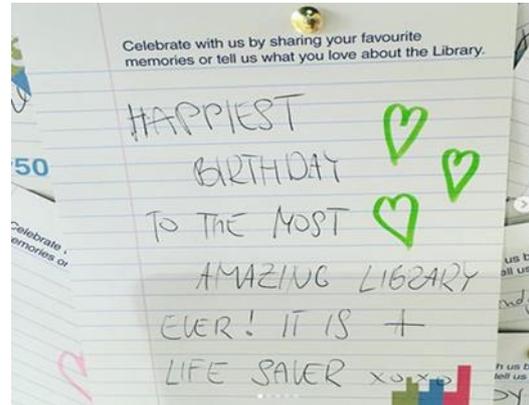
Black History Month

Events have been held in the Library with the introduction of a Diversity Book Group and, in partnership with the 'Africa in Motion Film Festival', we held film and TV screenings.

University Library Book Group

The Diversity Book Group, introduced for Black History Month, has been further extended to include members of the local community and become the University Library Book Group.

Supported work placements

The Library is now a placement partner with the National Autistic Society for their Scottish Government Moving Forward with Cashback for Communities Programme. This programme supports young individuals with autism spectrum conditions. The Library offered a supported placement and autism awareness training was delivered to Library staff to improve understanding.

National Strategy for Scottish School Libraries

The Director of Library Services, Martina McChrystal, was appointed by the Deputy First Minister John Swinney to chair an advisory group to develop a new strategy for Scottish School Libraries. The strategy, [Vibrant Libraries, Thriving Schools](#) was published by the Scottish Government and COSLA on 8th September 2018.

Scottish Confederation of University and Research Libraries (SCURL)

Susan Ashworth, Executive Director of Information Services and University Librarian was elected Chair of SCURL in 2018 for a two year term.

Confederation of Open Access Repositories (COAR)

William J Nixon, Assistant Director for Academic Engagement and Digital Library was elected to the COAR Executive Board in 2018 for a three year term.

JSTOR International Library Advisory Group

Siobhán Convery, Assistant Director, Collections Strategy, and Keeper of the Hunterian Books and Manuscripts, was invited to join JSTOR's international advisory panel for a three-year period.

Social media

The University Library's social media presence continued to develop, with the Library's two Twitter accounts @uofglibrary and @UofGlasgowASC increasing their followers by 15% to 14,802 followers. The Library's Instagram accounts uofglibrary and uofgasc saw a 45% increase in followers to 13,577 followers. The Library's social media output has been used in several social media training courses as an example of best practice for Higher Education and also outwith the sector. We will look to grow this area in the coming year.

Internships/visitors

The Library hosted a number of international interns including Ilia State University (Georgia), KU Leuven (Belgium), American Library Kyiv (Ukraine), University of Reykjavik (Iceland) and we hosted a Visiting Librarian from UESTC for three months, building on our excellent relationship with the Library at UESTC.

Statistics