INFORMATION SERVICES

LIBRARY ANNUAL REPORT 2022-2023

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Background

This report to Senate overviews programmes and achievements across two Information Services Directorates - Library Services and Business Relationship Management (BRM).

Some of the highlights for this year include the successful expansion of the Reach Out service into the Adam Smith Business School and PGT Hub, ensuring a consistent and reliable service across three of the University's busy student and staff buildings on campus; support for the University's celebration of the 300th anniversary of the birth of Adam Smith; the launch of a new Glasgow Collections portal, enabling searching across the rich resources of Archives & Special Collections and The Hunterian; and the introduction of a new Research Publications and Copyright policy to support academics and researchers with making their outputs open access.

Significant planning work was undertaken for the Library Cladding Project, scheduled in 2024. This major building project has necessitated detailed collection management planning, contractor negotiations and investigation of options for the temporary relocation and storage of collections requiring specialist environmental conditions. As the Library will remain open for the duration of the programme, extensive discussions have been carried out to ensure services and collections will be as accessible as possible.

The publishing landscape and ensuring access to content has remained challenging. Complex Springer Nature negotiations finally concluded at the end of the financial year with a deal that was accepted by UK institutions. The academic library community across the UK had remained united and focused on achieving the best deals and outcomes for researchers and students.

Maximising the value of our collections

Discovery

In May 2023, Information Services and The Hunterian reached a pivotal milestone with the launch of the Glasgow Collections portal. This innovative digital platform aims to revolutionise how users interact with the University's extensive, world-class heritage collections, marking a significant step in digital outreach and discoverability.

Together these collections encompass all aspects of human life, from ancient cultures through to 21st century art and archives. These treasures are the resources driving scholarly breakthroughs and enriching academic learning worldwide.
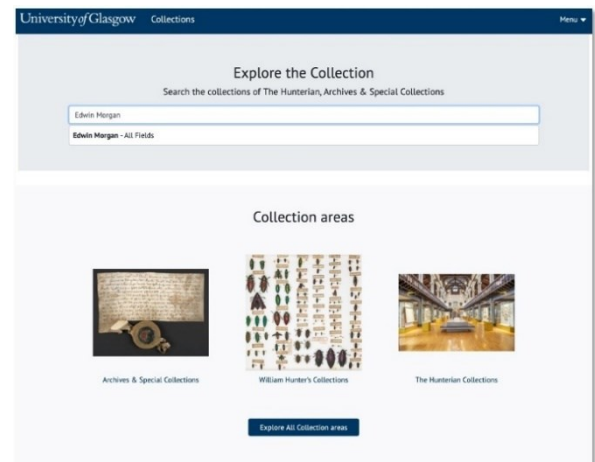

Figure 1: Glasgow Collections Portal homepage: www.glasgow.ac.uk/collections

The Glasgow Collections portal is the product of collaboration between Archives & Special Collections, The Hunterian, and IT Services, to meet the ambitious aim of offering a seamless and enriching user discovery experience. The platform enables users to explore the University's collections in a cohesive, interactive manner, regardless of their physical location. The Glasgow Collections portal represents the first phase in the continuing development of high-quality, user-centred discovery services.
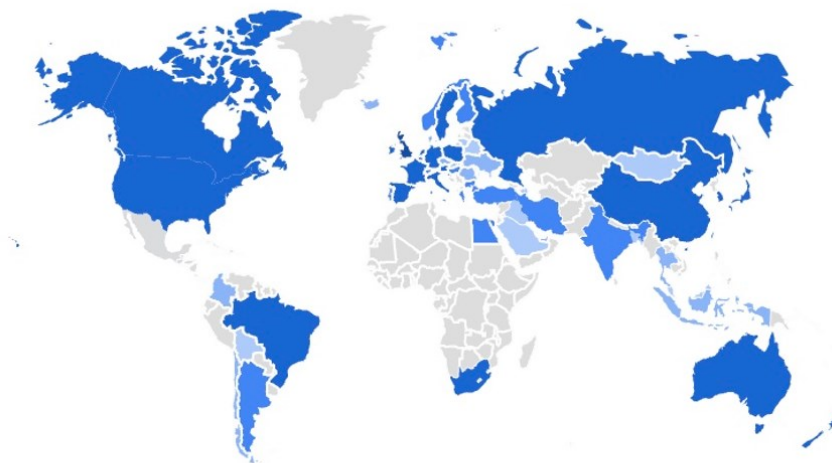

Figure 2: Glasgow Collections Portal: Mapping of user locations for the three months since launch (May - August 2023). An average of 1,000 users per month from a global community of students, academics, and members of the public.

Developing our collections: new acquisitions, processing and digitisation

New acquisitions to Archives & Special Collections have enhanced holdings across the 5 main collections: University Archive, Rare Books, Scottish Business Archive, Manuscripts and Scottish Theatre Archive. Throughout the year external funding of circa £85,000 has been leveraged to support processing (appraisal, arrangement, description, and preservation) of 6 prioritised collections: William Hunter's Library, Scottish Ballet Archive, Papers of Johnny Beattie, the Cruickshank Collection, Scottish Amicable Archive, and Caledonian Brewery Archive.

Student dictates of Colin Maclaurin (1698-1746)

In Spring 2023, the University was gifted a student notebook of Colin Maclaurin, the Scottish mathematician and natural philosopher. Comprising lecture notes on mathematics, astronomy, ethics, geometry and religion, the notebooks dates from 1712-1714, a time when Maclaurin was a student at the University. Cataloguing and conservation work has been undertaken to enable access to researchers.

Figure 3: Notebook of Colin Maclaurin. Source: University of Glasgow, University Archive, GB247 ASC 010.

Blavatnik Honresfield Library

The Library is part of the UK network preserving the Blavatnik Honresfield Library, which was saved for the nation by the Friends of the National Library. Formed towards the end of the 19th century by William Law (1836-1901) it is an exceptional collection of English and Scottish manuscripts and printed books. The 25 volumes now at Glasgow include volumes of early printed editions of Thomas Pennant, Tobias Smollett, Burnsiana, and Victorian ghost stories.

Caledonian Brewing Company Ltd

Collaboration across the heritage sector was successful in ensuring the preservation of the Caledonian Brewery's heritage, which closed in 2022. The Business Archives Surveying Officer was able to leverage the University's good relationship with the brewery's owner to enable photography of the site by Historic Environment Scotland, the transfer of artefacts to Museums & Galleries Edinburgh, and the transfer of the Caledonian Brewing Company archives to the Scottish Business Archive. These archives are now fully processed and available for consultation.

Friends funding for processing

The generous support of the Friends of Glasgow University Library to enable the processing of 4 collections is gratefully acknowledged. Excellent progress has been made across the year to appraise, catalogue, and preserve the archive of Scottish Ballet and the personal papers of Johnny Beattie, one of Scotland's leading comedians and actors. Beattie's papers highlight the full range of his professional career, from his writing for his own and other's characters, through to his performances on stage and screen.

Rich, research-driven, descriptive metadata focused on provenance, bindings and book sales is now available for 400 books held within William Hunter's Library, one of the Library's most internationally important book collections. Alongside this, over 100 books held within the Cruickshank Collection of Spanish Golden Age literature are now discoverable.

Figure 4: Johnny Beattie. Source: University of Glasgow, Scottish Theatre Archive, GB247 ASC 005.

House of Fraser Archive

A partnership with Adam Matthew Digital (AM) has facilitated the digitisation of over 550 items from The House of Fraser Archive. The digital images, which include product catalogues, staff magazines and department store photographs, will be included in AM's *The Transformation of Shopping*. These digital primary resources are used extensively in teaching and research worldwide, significantly increasing the global reach of included collections.

Exhibitions, loans & reproductions

Requests for the exhibition of items from Archives & Special Collections were largely driven by The Hunterian Art Gallery's 'The Afterlife of Mary Queen of Scots' and 'UNDERFOOT' exhibitions. Thirty-one items, ranging from early printed books to theatre promotional records were key to the exploration of the important and enduring presence of Mary in Scottish collective memory and popular culture. Elizabeth Price's 2020 Library Research Fellowship was critical to the development of UNDERFOOT. Price's study of the design archives of carpet manufacturers AF Stoddard and James Templeton formed part of the creative process for UNDERFOOT, a two-screen video work and SAD CARREL, a hand-tufted rug.

Figure 5: 'The Afterlife of Mary Queen of Scots'. Source: University of Glasgow, Photographic Unit.

Requests to reproduce items from the Library's collections remain high, with permissions sought across a wide range of publications and media. Thomas Sulman's 'Bird's eye view of Glasgow in 1864' has once again been in high demand, featuring in the Channel 5 series 'Tales of the City' presented by Susan Calman, and in the FIFA Museum blog.

Figure 6: Thomas Sulman, Bird's eye view of Glasgow, 1864. Source: University of Glasgow Library, Case Maps C18:45 GLA7.

The Library's copy of a rare "Slave Bible" from the William Euing Collection was loaned to the Museum Catherijneconvent, Utrecht for 'Gospel: Musical Journey of Spirit and Hope'. One of only three surviving copies recorded, the bible was published in London in 1807 for Christian missionaries. During the three-month period of the bible's display, the exhibition attracted over 35,000 visitors.

Figure 7: The 'Slave Bible' during condition checking. Source: University of Glasgow, Archives & Special Collections.

Digital preservation

Archives & Special Collections continued to build the Library's expertise, infrastructure and procedures supporting the effective management of born-digital collections. A 10-month digital archiving pilot project has provided an evidence-based approach to delivering robust digital preservation and digital archiving services. These results have informed planning on the resourcing and scaling of these services, supported evaluation of workflows, and provided a framework for efficiently working with the complexity, variability, and volume of ASC digital acquisitions. Sitting alongside investment in digital preservation software, the Library is well prepared to support the transition to e-only deposit of University theses in 2023-24.

University Library Infrastructure

Planning for two ambitious programmes of work to enhance the Library's physical infrastructure have engaged teams across the Library and Estates throughout the year. Focused on the Library Annexe, the recladding project will bring improvement to the physical estate with a refurbishment project improving the research and study environment for users.

Figure 8: Ariel view of the Library Annexe. Source: Google photos.

Library Annexe Cladding Programme 2024

The Library is committed to remaining open throughout this construction programme and maintaining a high level of accessibility to services and collections. Delivering this commitment will be enabled by the detailed planning to mitigate the impact upon Library spaces and users undertaken across 2022-23. The planning around site management and access, acoustic partitioning, communications and signage will enable users to navigate Library spaces and services throughout the works. Critical planning around collections management will enable the availability of collections through browse or click & collect services, or via a Reading List.
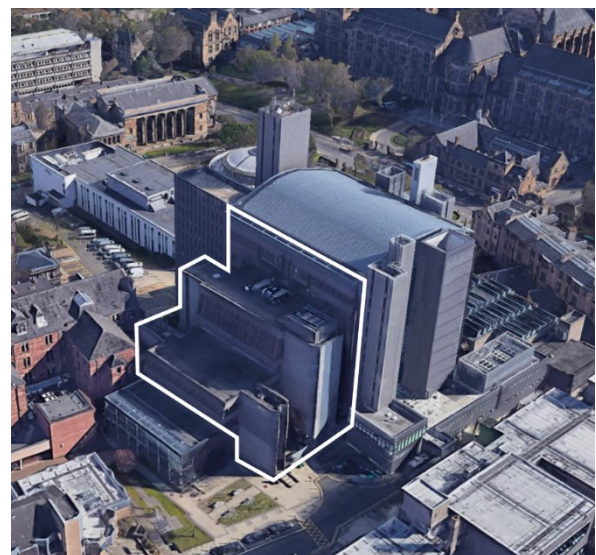
Library Internal Refurbishment Feasibility Study

To complement the Cladding Programme, a feasibility study report was commissioned from BDP Architects on the potential refurbishment of the Library Annexe from Levels 6 to 9. These spaces have not been refurbished since the Annexe opened in 1981. The objectives of the project are to improve the internal environment within the Annexe; to create an enhanced research facility with an adjacent repository for collections; and to increase study space within a higher quality, contemporary library environment.

This stage of the feasibility study is now complete and consultation with staff and students is in progress.

Equality, Diversity and Inclusion

Collaboration across the Library sector was at the heart of the Library's equality, diversity and inclusion work.

Diversity History Project

The University of Glasgow's 'Diversity History Project' report was submitted to Senior Management Group in July. This partnership between the College of Arts and the University Library was a response to the Understanding Racism, Transforming University Cultures report and Action Plan. The report was welcomed as a "rich and interesting piece of research" and the recommended next steps were endorsed.

Information Services' Inclusive Community Network

The network has continued to collaborate with colleagues in the Scottish Confederation of University and Research Libraries (SCURL)

Figure 9: University of Glasgow Students in the 1930s. Source: University of Glasgow, University Archive, GB248 UP7/93/1.

Equality Diversity and Inclusion Network to create a toolkit to support academic libraries decolonise their working practices and collections. Building upon Research Libraries UK's (RLUK) 'Inclusive Collections, Inclusive Library' seminar series, Library staff have been developing a curriculum to enhance skills, both soft and technical, needed to progress equality, diversity and inclusion programmes within the library environment.

LGBTQ+ Tales & Textiles

The Library was successful in its application to be part of the 2022 Being Human Festival of the Humanities. An LGBTQ+ Tales & Textiles event was hosted at the ARC in November 2022, building upon the work of the LGBTQ+ Collections project. Colleagues from across the Library, The Hunterian and Colleges of Arts and Social Sciences curated a set of informal collections-based conversations and continued the process of collecting new LGBTQi stories for the University Archive.

Figure 10: LGBTQ+ stories submission link. Source: University of Glasgow, Archives & Special Collections.

Supporting the student experience

Reach Out

The Reach Out teams sit at the heart of Information Service's support for students, offering advice where and when required, in person and online. Successful planning and development projects undertaken in 2022-23 will deliver enhancements to Reach Out services across 2023-24.

Live chat support

The Reach Out teams across Information Services and Student and Academic Services commenced work to develop a live chat enquiry support service. The development will offer students a further way of getting support and advice from Reach Out, in real time, wherever they are. The technology exploits AI capability to search the wide range of information available in UofG Helpdesk, alongside offering students the opportunity to speak to someone in real time. Service planning has been completed, with the testing and launch of the service being planned for early 2024.

Figure 11: Reach Out team at the Library. Source: University of Glasgow, Photographic Unit.

Adam Smith Business School and PGT Hub

Reach Out services were successfully delivered 8am-8pm in person and digitally 7 days a week in the University Library and James McCune Smith Learning Hub. Extensive planning was undertaken to build and develop a new Reach Out team to work in the brand-new Adam Smith Business School and PGT Hub. This team is delivering building-specific support to ASBS students and staff, and to postgraduates and undergraduates from across the

University. It is also providing a route to accessing the wide range of services available from the various Reach Out teams across campus and online.

Reach Out Service Expansion

The development of a unified service across Reach Out Library and IT teams was initiated with the aim of delivering a simplified user experience for the University community. A shared approach to service delivery and partnership working has been achieved, and initial steps to align structures completed. A vision for a more accessible, simplified route to IT support has been scoped and defined and is planned for launch in 2023-24.

Rapid InterLibrary Loan

Following a successful pilot in 2021-22, Rapid ILL was fully implemented and expanded across the year. Excellent service levels were delivered, with over 90% of requests successfully supported through the supply of electronic journal articles and book chapters. This is achieved through Rapid ILL's extensive network of participation institutions and the use of technology allowing simple, direct links to content for Library users. The high level of success rates was a significant factor in the strategic decision to withdraw from ArticleReach.

Digital Literacy Research Project

Recognising the needs of young people entering university to develop their information management and digital literacy skills, Library staff participated with Alterline (a research agency specialising in Higher Education) to further understand where support should be targeted. Gathering a contemporary evidence base around these skills was prioritised due to the disruption to learning caused by the Covid-19 pandemic and growing levels of digital poverty.

Drawing upon the project's findings, Library staff will collaborate with colleagues across the University to action key outputs. These will address the areas of digital skills, online learning, peer support for learning, and information management skills. As the research reported high levels of trust among young people in trained students as a source of help, the Unibuddy initiative is being explored as part of ongoing discussions with the College of Arts and Humanities.

Capturing the student experience

The Library's Photographic Unit continues to showcase the student experience throughout the year. Graduation is a central focus for the Unit, with over 45 graduation ceremonies attended enabling photography of each graduate contingent and Honorary Graduate. Student community engagement events, such as the Adam Smith Business School's Hallowe'en Ball and European Summer School for Advanced Management, also draw upon the Unit's expertise. The photography captured is shared globally through the University's social media and in student marketing, promoting the Glasgow's outstanding student experience. Across the year, there has been growing demand for the Unit's services to photograph local community events, particularly those hosted in the Advanced Research Centre and Clarice Pears Building.

Figure 12: Graduations 2023. Source: University of Glasgow, Photographic Unit.

Supporting Learning and Teaching

Reading Lists @ Glasgow (RL@G)

This service continues to grow, maintaining growth, both in the number of online reading lists published (an increase of 9% in 2022-23), and in the usage of the material made available (an increase of 5%). By enabling online access to the core texts for over 1000 course modules, RL@G is a key tool in improving accessibility for students.

A key Learning Technology Integration (LTI) between Moodle and the reading list system was successfully installed and tested with the Moodle team. By enabling the automated rollover of lists in Moodle across academic year, this will ease the administrative burden on teaching staff.

Content to support teaching

The Library has had success in securing higher discounts and improved access to e-textbook content to support teaching, enabling an increase in the number of available e-textbook collections. These collections contain core texts, accessible on an unlimited basis for students, and include key Politics, Law and Chemistry Oxford University Press collections.

To complement existing access to the full e-books collections of Springer, Wiley, Elsevier (ScienceDirect), and Oxford Scholarship Online, the Library secured access to the full e-book collection from Cambridge University Press on an evidence-based usage model. A front-list evidence-based usage model for Taylor & Francis e-books was also introduced. Usage of e-book content has continued to rise across the year, selected core teaching content saw usage increase by 20%, whilst there was an overall increase of 3%. Over 4.5 million items requests from the Library's total e-book holdings of approaching 2 million titles were made across 2022-23.

Collections Classroom & Collections Placements

Demand for the Library's Collections Classroom and collections-focused student placements remained largely in line with the 2021-22 session. The year continued the post-pandemic pivot back to small group, in-person sessions as standard. A significant drop in the total number of student visits can be attributed to fewer large group virtual sessions being conducted over the year. A total of 103 student placements were supported across the Library Collections team.

These collections-focused classes and placements are highly valued by course tutors and students, with the team receiving positive feedback across social media and course evaluations.

Figure 13: Number of ASC Collections Classroom sessions and student participants (both virtual and in-person).

Student Enquiry Support

Demand for individual student appointments has maintained its growth across 2022-23, with the highest proportion delivered to College of MVLS postgraduate taught students. College Library Support team (CLST) appointments are offered via Zoom as default which has proved to be an effective approach with a global reach to meet the needs of students wherever they are.
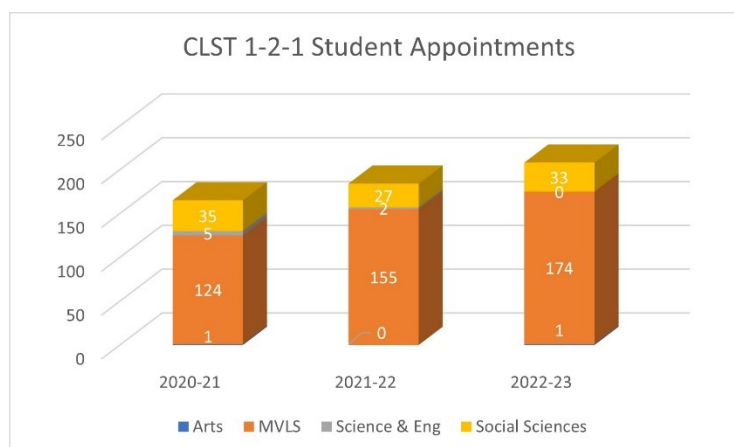

Figure 14: Numbers of 1-2-1 student appointments with CLST.

In line with trends across the University, increasing numbers of Library induction and skills sessions were delivered by the CLST in-person, with these live sessions recorded and made available through course Moodles.

Supporting Research

Resources to support research

Investment secured the availability of several research-focused resources, including: ProQuest's Primary Source collection (one-year trial), a Chinese Science citation database from Clarivate, an outright purchase of the Daily Mail Archive, the Landolt Bernstein Springer Materials database, and several Sage Research Methods products.

A subscription to Press Reader, which provides access to 7,000 worldwide newspaper and magazine titles, has not only secured access to these valuable research resources, but also supports students and researchers to minimise their personal expenses to access this in-demand content.

The recognition of the role and value of multimedia collections for research supported a continued investment in Kanopy and a new subscription to Digital Theatre +. The University-wide subscriptions to the BFI Player and Box of Broadcasts were maintained.

Major journal negotiations

Negotiations with major publishers remained challenging. Lengthy negotiations with Springer Nature finally concluded in May 2023, when the HE academic library sector agreed to accept a proposal. This proposal reduced costs, provided full and immediate open access across Springer Nature's titles (including the Nature and Palgrave portfolio), and supported researchers and institutions meet funder open access requirements.

The negotiations prompted valuable discussion on the future of scholarly communications within the context of the transition to 'open research', particularly on the sector's relationship with for-profit publishers such as Springer Nature.

Looking ahead to 2023-24, journal agreement negotiations include Wiley, Taylor & Francis, Oxford University Press, Emerald, and the American Physical Society. In the new year, Jisc will release an in-depth review of the UK's transitional agreements for journals, providing direction for a successful transition to open access.

Literature review support

Supporting research activity within the College of MVLS, Dr Paul Cannon, College Librarian, developed and deployed literature searches enabling effective evidence gathering and appraisal for the Human Fertilisation & Embryology Authority (HFEA) Scientific Advisory Committee on Add-on treatments. This work was praised by their Chief Executive. Further advice was provided to the Cytokine Signalling Forum, on which Professor Iain McInnes, Vice Principal and Head of College, sits as part of the Steering Committee. Similar research support work was delivered to other Colleges too, with the College Librarians supporting systematic reviews, rapid reviews, and scoping reviews.

Support for Open Research

Across 2022-23, open research coordination meetings, events and training sessions were well received, an indicator of the growing interest in open research in the University community. To meet the growing demand from of researchers, services were focused on minimising the administrative burden around open access publications and research data management.

The Research Information Management team were contributors to the UK Reproducibility Network's Open Research Project, leading on activities and delivering papers. This included groundwork for improved standard indicators of open research, and integration and acknowledgement of professional and support staff in research activities, for example Open Research Primers for Professional Services Staff

Open Access

The Research Publications & Copyright Policy was approved by Research Planning and Strategy Committee (RPSC) in June 2023, with an implementation date of 1st September 2023. The Library's Research and Information Management team undertook considerable work with RPSC, Research Services, and Legal and Governance to refine and deliver the policy. In particular, the team provided expert advice on developments in rights retention, led on consultations with Deans of Research and College Research and Knowledge Exchange Committees, and designed and piloted guidance with researchers.

Representing the Association of Research Managers and Administrators on the [UKRI Open Access Policy Stakeholders Forum,](#) the Open Access team reviewed draft guidance and advised UKRI on the forthcoming open access requirements for books.

Supporting Research Outputs

The University's Enlighten Services (publications, theses, and research data) continued to support academics and students maintain their research outputs and comply with the University's and funders' requirements.
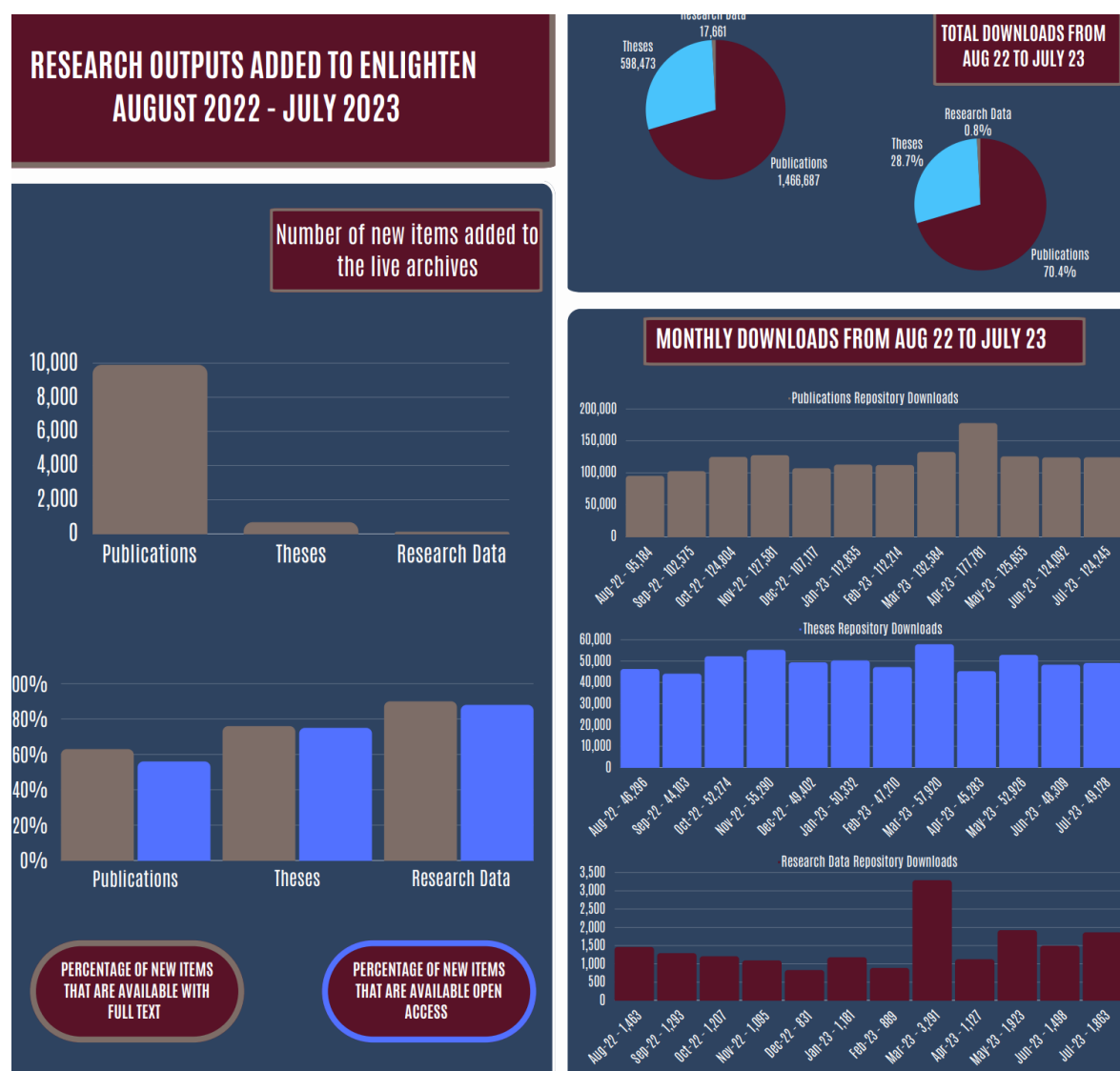

Figure 15: Research outputs added to Enlighten and monthly usage data of Enlighten services during 2022-23.

Outreach and engagement

Adam Smith 300

The Library worked closely with the Adam Smith 300 Project Team to enrich the University's celebrations of this anniversary and to deliver the objectives of a major grant from the Templeton Foundation. The Library's heritage collections relating to Smith were at the centre of the Library's exhibition on his continuing legacy. Curated tours and displays supported many of the tercentenary lectures, discussions and workshops. The Templeton Foundation praised the Library's work in sharing digitised images of Smith collections, broadening access for research and education.
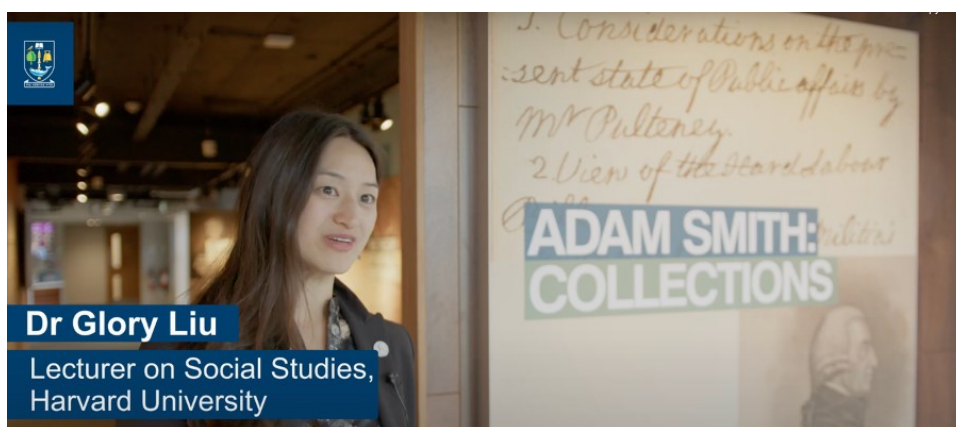

Figure 16: 'Adam Smith: Scholar, Educator, and Citizen' at the Library, with Dr Glory Liu of Harvard University, a key contributor to Adam Smith 300. Source: University of Glasgow, Adam Smith Business School.

Doors Open Days Festival 2023, 'Lying Over Under Another'

The visual richness of Edwin Morgan's personal scrapbooks was the inspiration for an improvised performance delivered for Glasgow's Doors Open Days Festival. Nichola Scrutton, award-winning composer/sound artist, and Zoë Strachan, award-winning novelist and librettist, collaborated to develop the combined recorded and live sound and spoken word performance. 18 people attended, enjoying the performance enhanced by the display of Morgan's scrapbooks.

Schools Access Programme

The schools access programme, which allows school pupils studying for Advanced Highers to make use of the Library, returned in 2022-23 following restrictions in previous years.

Figure 17, Page from Edwin Morgan Scrapbook 12. Source: University of Glasgow, Papers of Edwin Morgan, GB 247 MS Morgan C/12

Folio400

2023 saw nationwide celebrations of the 400th anniversary of the First Folio, the first printed edition of William Shakespeare's collected plays. The Library played a full part, with a series of activities, talks and events celebrating the University's very special, annotated copy of the Folio. A complex 'made up' volume, this copy is enhanced by annotations made by a reader who had evidently seen Shakespeare's plays being acted contemporaneously. Highlights of the celebration included over 500 visitors having the opportunity to view the Folio in a 'for one-weekend only' exhibition at The Hunterian and the publication of a short film featuring the three Scottish copies of the Folio in collaboration with Mount Stuart and the National Library of Scotland. Collaboration with Professor Adrian Streete and the Widening Participation Team allowed pupils from Maryhill Primary School to have access to the First Folio through the Virtual Collections Classroom environment.

Figure 18: 'Shakespeare's First Folio' at the Hunterian Art Gallery. Source: University of Glasgow, Photographic Unit.

UCI World Championships

In August 2023, the eyes of the cycling world were fixed on Glasgow as the city became the focal point for the UCI World Championships. The Library was fully engaged with the University's preparations for and celebration of the championships. Through a student placement delivered in partnership with the College of Arts, the stories of the University's and city's cycling heritage were shared.

Figure 19: Illustration accompanying Prof JD Mackie's 'A Schoolboy's Address To His Bike'. Source: University of Glasgow, University Archive, GB248 DC 032/12/32.

Library website and social media

A new homepage for the [Library's website](#) went live in August 2023. The redesign was based upon UX discovery sessions with Library's senior management alongside analysis of user analytics, heatmaps, and user feedback. The Library continued to engage the student community through the @uofglibrary social media accounts on X (formerly Twitter) and Instagram. Strong follower numbers (31,000 in total) were maintained.
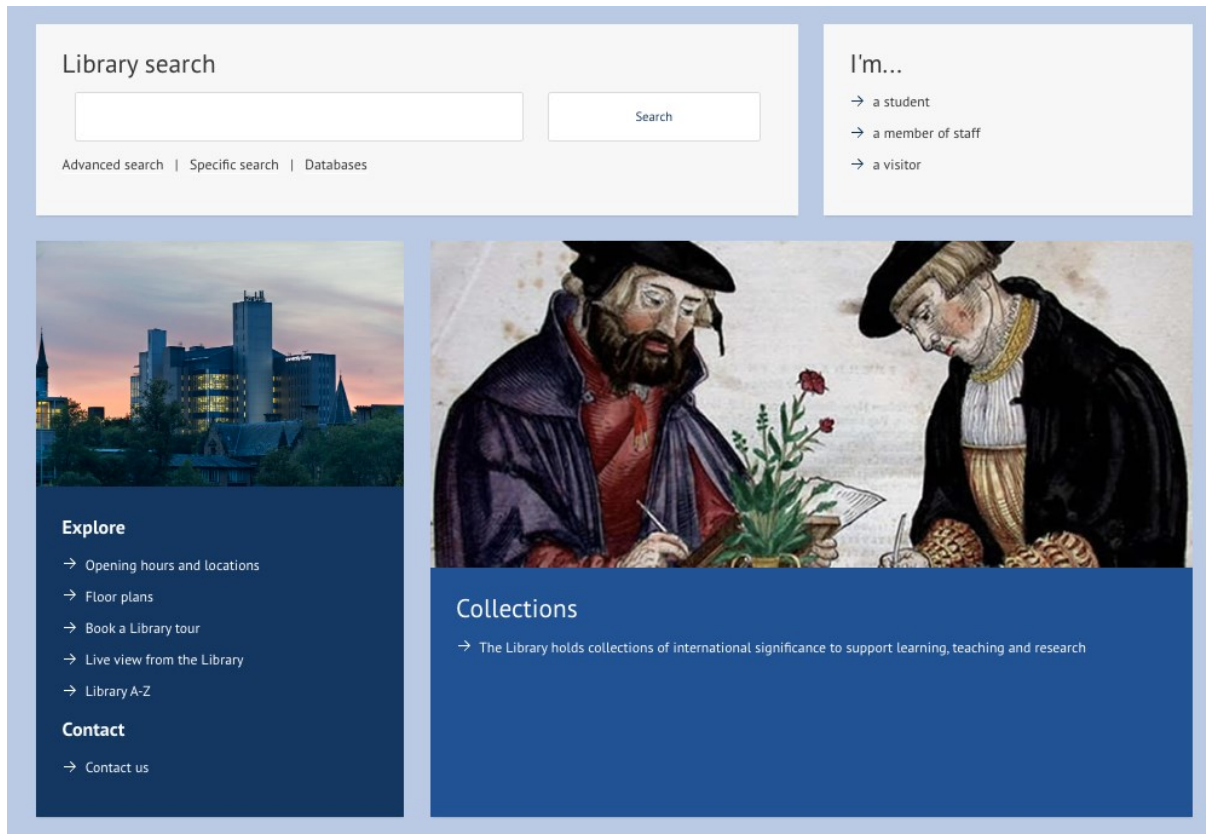

Figure 20: The University of Glasgow Library website homepage.
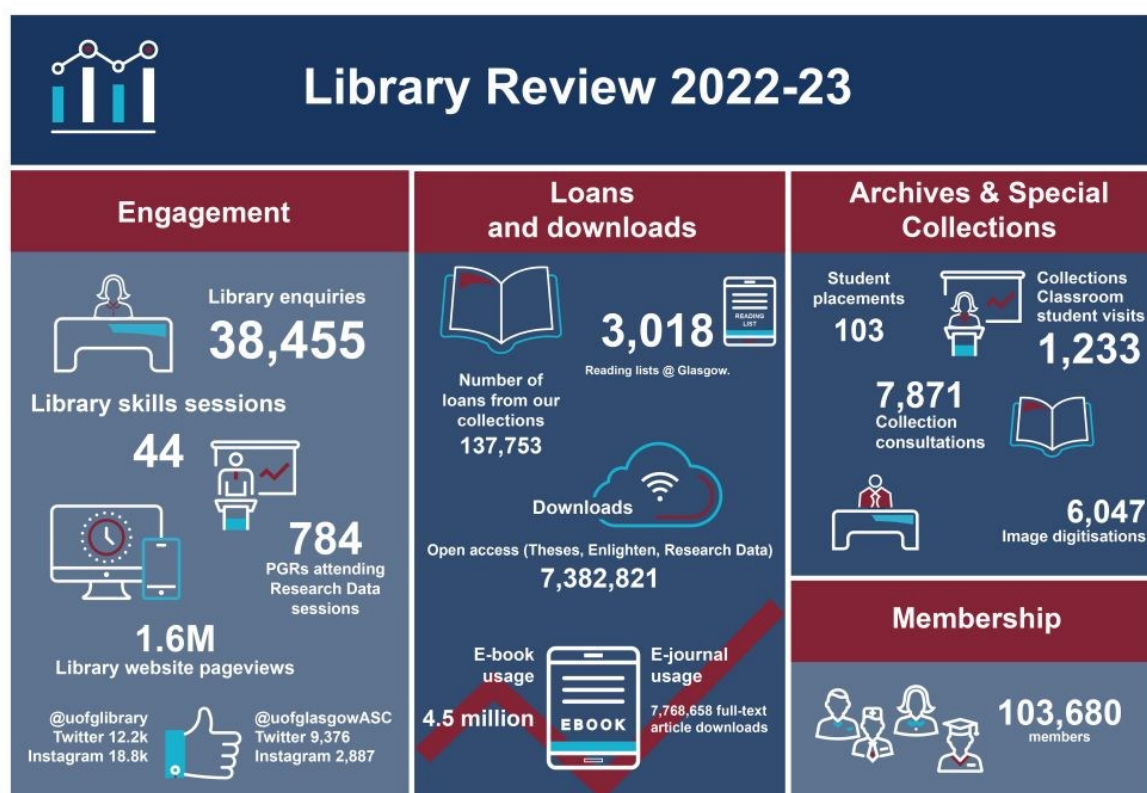
Library Performance

Figure 21: 2022-23 in review; performance of Library in key service areas.

Acknowledgments

Information Services teams would like to thank colleagues across the University community and external partners for their support in delivering Library services to the University. Particular thanks to Martin Hendry, Convenor of the University Library Committee and to members of the Library Committee for their support and guidance. We would like to thank past and current members of the Student Representative Council for their valued support and commitment over the past year.