# University of Glasgow | Library

# Library Review
# 2009

## Archives
On 1st August 2008 Archive Services became an integral part of the Library's organisational structure.

The year has seen further improvements in the accommodation and facilities available for the preservation of records. Improvements in the storage environment will be followed by a major refurbishment of the facilities on offer to researchers and visitors following a successful bid to the Wolfson Foundation Program for Research Libraries.

The major success of the year was the acquisition, in collaboration with partners Culture and Sport Glasgow and Glasgow School of Art, of the Stoddard-Templeton Archive, following Stoddard International plc going into receivership in 2005.

## Special Collections
*'I have been spending some time recently studying the marvellous images and articles you have put on your website as part of your exhibitions and 'book of the month' series. I am full of admiration for the way you and your colleagues have combined accessibility with a very learned and instructive text.'*
email 27 July 2009 from Professor Andrew Pettegree, Head of School of History, University of St Andrews

Work has begun on the collection of printed books from the 15th century. In Scotland, Glasgow holds the foremost collection of printed books from the 15th century, and this forms the basis of the Glasgow Incunabula Project. The project is founded on previous work by Jack Baldwin, a former Keeper of Special Collections who has returned to lead this project. It aims to improve the entries currently on the catalogue and to bring scholarly focus to the distinctive, copy-specific characteristics of these historic objects - binding, decoration and illumination, annotation, and marks of early ownership. Research has already been completed on some 120 incunabula, and already there are important findings, particularly with regard to earlier owners.

### Manuscripts Catalogue
Significant enhancements to search methods, visual presentation of results and individual catalogue records were successfully launched online in early 2009, making it easier to understand the information presented and to navigate around it. Another former member of staff, Peter Asplin, continues to offer volunteer support in the area of manuscript cataloguing.

### Book of the month
Special Collections book of the month showcased subjects such as Robert Burns poems, Homer's Iliad and The Rosarium Philosophorum. A full list of Book of the Month exhibitions can be seen online.

### Virtual Exhibition
A virtual Exhibition, *'Dancing with Death'* highlighted the books in the Gemmell Collection.

### Course Material Pages
*'Research Resources in the University of Glasgow for Adam Smith and the Scottish Enlightenment'* This resource list was compiled for the Adam Smith conference held at the University in April 2009. It highlights resources from Special Collections and Archives.

### Digitisation of manuscripts
The year has seen significant development in the digitisation of medieval manuscripts as a result of collaboration with international partners.

## Accessions
### Significant manuscript accessions 2008-09
Papers of Bet Low - we received the papers of the Scottish painter Bet Low (1924-2007). Held in high regard by her artistic peers, Low exhibited widely and played a significant and varied part in the cultural life of Glasgow and the Scottish art scene generally. Her papers include correspondence, material relating to the exhibition and sale of her work, some sketches, photographs and material relating to her work with Unity Theatre, the New Charing Cross Gallery (she was a co-founder) and the Compass Gallery. This collection complements our major holdings in art, literature and Scottish theatre.

Patrick Miller of Dalswinton – Special Collections also received a substantial collection of correspondence (c 700 letters) of the banker and inventor, Patrick Miller (1731-1815). He was associated with the politician Henry Dundas (1742-1811) and with two significant innovations: the carronade and the steamboat. The letters include correspondence between Miller and his sons and deal extensively with financial and family matters.
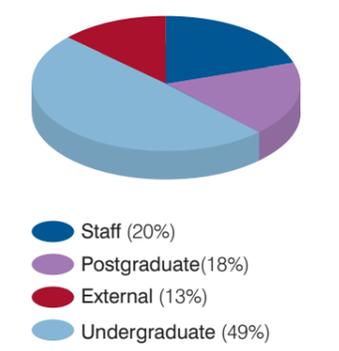
William Thomson, Lord Kelvin - a further collection of papers relating to William Thomson, Lord Kelvin (1824-1907) and his nephew, James Thomson Bottomley (1845-1926). These comprise eight boxes of notes and correspondence relating to various scientific matters, including telegraph cable laying, which Kelvin was instrumental in developing. This collection complements our existing, and recently expanded corpus of Kelvin papers.

special.lib.gla.ac.uk/

## Facts and figures
### Membership
The number of external registered borrowers continued to grow, increasing by 3% to 3,971 on last year and those registering under the SCONUL Access reciprocal borrowing schemes (14% of the total), increased by 52% to 558.

### Membership profile 2008-09



- Staff (20%)
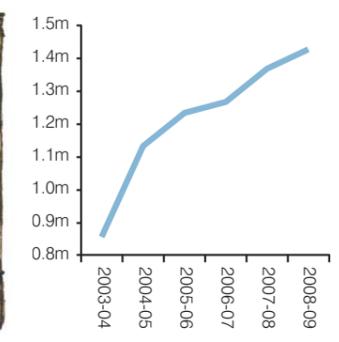- Postgraduate (18%)
- External (13%)
- Undergraduate (49%)

### Visitors to the Library: Physical & Virtual
There were 1,391,443 visitors to the Library in 2008-2009, which contrary to the national trend is a 3% increase on last year

The number of virtual visits to the Library has previously been measured as the number of visits to the Library homepage which increased 4% on last year to 1,430,238.
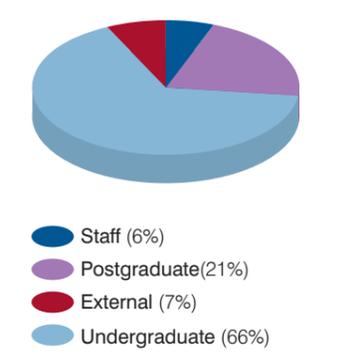
### Number of visits to the Library home page



## Borrowing and Consultation of Library Stock
The total loans increased by 1.5% in 2008-2009 to 861,050 of which 73% (627,787) were self-service transactions and 45% (388,086) were from the Short Loan Collection.

### Borrower Profile
There was an increase of 11% in borrowing by postgraduates and a 12% increase in borrowing by external members. Borrowing by undergraduates was up 1% on last year.

### Borrower profile 2008-09



- Staff (6%)
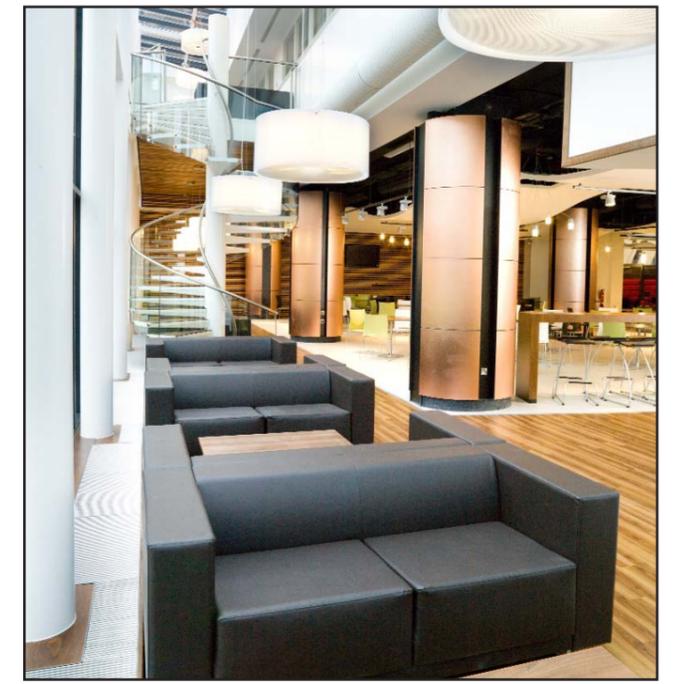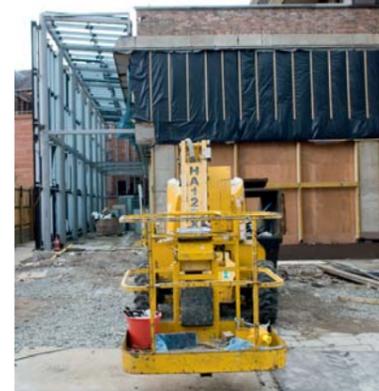- Postgraduate (21%)
- External (7%)
- Undergraduate (66%)

### Special Collections
The number of items consulted in Special Collections Department increased 1% to 15,183. Consultations of University of Glasgow Theses increased by 33% to 1,866.

**www.lib.gla.ac.uk**
email: **library@lib.gla.ac.uk**
tel: **0141 330 6705**

# Highlights and achievements of the year

- The Library achieved a score of 92% in the NSS (National Student Survey), up from 91% last year, keeping us top in Scotland and 4th among peers in the UK.
- Launched in January 2009, the Library's redesigned website has greatly enhanced our online presence, leading to increased usage of our information resources.
- A number of initiatives were launched using social networking tools, including the Library blog and the development of Library content on YouTube and Flickr.
- A new café and social learning space was developed in the annexe area on level 3 of the building.
- The University's participation in the REF (Research Excellence Framework) pilot, led jointly by the Library and Research and Enterprise, concluded successfully in May 2009.
- Another success was the conclusion of the project to digitise the first 50 years of the University Guardian, the main campus newspaper. This was resourced by an award from the Chancellor's fund.
- The Glasgow Incunabula (pre-1500 printed books) Project was launched.
- An exhibition of the Library's collection of William Blake works was held at the Petit Palais in Paris.

From Incunabula on Flickr to 'How do I find journal articles' on YouTube, library staff are forging ahead on many fronts to support students and researchers. If you want to get involved then become a Fan on Facebook, follow us on Twitter, or join the Friends of Glasgow University Library.

*Helen Durndell*

**Helen Durndell,** University Librarian

# Review of the year

*Near left:* Follow the library online
*Above:* Level 3 'before'
*Above right and far right:* Level 3 'after'
*Near right:* An Enlighten training course

## Research Support
As a result of the launch of the new EThOS service (Electronic Theses Online Service from the British Library), there has been a 120% increase in e-prints deposits, together with an increase in e-theses deposits. There are now more than 1000 theses in the Glasgow Theses Service (http://theses.gla.ac.uk), of which over 869 have freely available full text. The download statistics for our theses are very high - the most popular thesis has been downloaded more than 37,000 times.

## Enlighten
Through the University's institutional repository Enlighten, research publications will be made as widely and freely available as possible. The University introduced its Publications Policy in September 2008 with the aim of maximising the impact of the University's research publications. Meetings have been held with academic departments to establish how they can best use and work with Enlighten. In addition, presentations on Enlighten and the Publications Policy have been delivered to a wide range of departments. An Enlighten training course was developed for administrative staff depositing publications on behalf of academic staff.

Presentations on this activity were given to a group of Russian librarians at a workshop in Ekaterinburg in December 2008 and to a repositories Winter School at New Lanark in February

2009 which was attended by colleagues from a wide range of UK institutions.

## REF Pilot
The submission of data on 1358 staff and more than 22,000 publications across 27 Units of Assessment to HEFCE was successfully carried out by the Library. This data will form the basis of the publications database which the Library has been tasked with creating, using Enlighten.

## Research bids
The Library was successful in two bids to the JISC Information Environment. The research projects are: Enrich, a year long project which is a collaboration between the Library, Research and Enterprise and IT Services at the University of Glasgow and ERIS (Enhancing Repository Infrastructure in Scotland), led by the University of Edinburgh in partnership with the University of Glasgow, the National Library of Scotland, Centre for Digital Library Research, OCLC and SCURL (Scottish Confederation of University & Research Libraries), amongst others.

## Learning Support
Subject Librarians' teaching roles continue to expand and evolve. The specific information needs of many specialised arts-side Post Graduate Taught courses (there are now more than 50 PGT courses in the Arts faculty alone) require dedicated information sessions, often using primary source material from Special Collections and other historic material.

There is growing demand for support with systematic reviews, both from academic staff and postgraduate students. In collaboration with colleagues from the Medical Faculty, a protocol has been developed for postgraduate students undertaking systematic reviews and a systematic review search skills workshop has been integrated into the Faculty's Research Training Course.

There is increasing demand for support from overseas students with more focus on one-to-one sessions.

The Library has successfully led the roll-out of Turnitin, (plagiarism detection software for students), across campus and has delivered training to staff and students in many academic departments. Turnitin is now being widely used in the University and is proving to be a useful tool for educating students about the use of secondary sources within their work.

Library staff have built quickly on the radical redesign of the Library website, and begun to exploit Web 2.0 technologies, especially within students' Moodle and Facebook environments, to respond to changing patterns of teaching and learning. A new range of online video content was created for the new 'Library on Demand' and 'How do I' sections of the Library website.

Every year the Library has a stall at Freshers' Fair to promote Library services. With an

eye-catching stall, leaflets and free gifts, lots of students stopped to find out more. In the spring, the Library joined forces with Archives and Hunterian Art Gallery and Museum to promote services at Postgraduate Day.

Throughout the year the Library had a number of displays. This year they included:-
A University Library retrospective exhibition to celebrate the 40th anniversary of the Library building; *'The Maps of Glasgow: Historical to Digital'* and a display on Scottish Children's Literature to coincide with a Faculty of Education Conference on Creative Writing

## Enquiries
The central enquiry service responded to approximately 48,400 queries over the last year, via the Welcome Desk, Enquiry Desk, MOPS (Maps, Official Publications & Statistics Unit) as well as by phone and email.

Library access was organised for 476 senior school pupils from 63 schools throughout Scotland and Northern Ireland.

In April Glasgow ran the full LibQUAL survey for the sixth time since 2003. This survey measures quality of service and identifies areas for improvement in libraries. It was satisfying to see the highest perceived service level scores to date in all measures i.e. effect of service, information control, library as place, academic support and general satisfaction.

## Library Materials to support Research and Teaching
Overall, the number of electronic journals provided rose by 8% over the year to 31,371 titles. The reduction of print only and print + online subscriptions continued, while electronic only subscriptions increased by 12% on last year's figure, to 30,238.

A considerable amount of staff time has been invested in the book tendering process, leading on the Scotland-wide HE consortium, with contracts awarded in July 2009. Library users now have access to over 4500 individually purchased e-books which is a significant increase of 30% since last year. Usage figures have risen rapidly as electronic delivery of undergraduate material expands.

## Scottish Higher Education Digital Library (SHEDL)
SHEDL was launched in January 2009, following successful negotiations in autumn 2008 with the publishers American Chemical Society, Cambridge University Press, and Springer, enabling online access for the next three years to almost all of their current journal content for all nineteen Scottish Higher Education institutions.

SHEDL has aroused much interest within the UK, and may act as a pilot for other similar negotiations, or for UK-wide provision. Usage, for Scotland as a whole (and for individual institutions) has certainly increased considerably since January, with the number of full-

text downloads growing by up to 70% over the previous year.

## Building refurbishment – Level 3 social learning space and cafe
The Library's level 3 annexe re-opened in September 2009 following an extensive redevelopment programme costing almost £2m. The aim was to transform the area into a more relaxed and informal space where students can meet and work in a social environment.

The area now includes study booths for groups working on projects as well as round meeting pods providing a space for discussions, with student PC desks curving round the outside wall. The redevelopment has increased the number of study seats from 175 to 267.

A new coffee bar, Food in Focus, with a variety of seating, has already proved very popular with students.

Completing the area are three new study rooms for disabled students, new offices for the Serials/Document Delivery Service, and the current journals display space. The project also extends outside, with the Bute Gardens side of the building now looking much smarter.

The work that has taken place on the annexe is the latest development in a wider-scale programme of redevelopment of the library carried out over the last 10 years. The next focus for redevelopment is level 2 and the main part of level 3.