

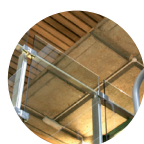
# University Library Annual Review 2010/11

This has been a year of uncertainty as we waited to see what the new government would require of higher education in a difficult economic climate. What is clear is that the student experience will be more important than ever. In order to better meet the expectations of our users we completed our process review and implemented a new staffing structure. The review also looked at streamlining our processes and the introduction of new technology to help students help themselves.

The University Library saw high levels of activity in a number of areas as we increased opening hours, had higher entry counts, facilitated more accesses to electronic resources and loaned more books than last year. This happened as we were implementing a new structure which meant movement of staff into new posts. It is a testimony to the professionalism and hard work of colleagues that service levels were maintained.

We were very pleased to receive two design awards for our library extension and to have a member of staff nominated in the first Students' Union Teaching Awards.

**Roisin Gwyer**  
University Librarian





## Helping students help themselves

As part of our commitment to helping students at the point of need, we pulled together our information literacy framework and related learning objects into a new interactive, online presence called 'UPLift!'

Greta Friggens, Creative and Cultural Industries Faculty Librarian, created UPLift! as the project component of a Leading Change initiative within the University which aims to develop leaders at all levels of the organisation. Academic staff can embed the constituent parts of UPLift! into their elearning environments. The core skills identified within UPLift! formed the basis of a set of staff development workshops for all library staff.

One of the components of UPLift! is 'Referencing@Portsmouth', which was designed to help answer the many referencing queries we receive each year. In the academic year 2010/11, page views topped 800,000 for the first time.

## Increased activity

In line with other university libraries, we have found that increased access to electronic resources has not led to a decrease in loans of print material or use of the library building; in fact loans and visits both increased over the year.

We increased opening hours during the year by extending term-time opening hours (8am–midnight daily) throughout the Easter vacation and followed this with a five-week 24/7 pilot leading up to the exam period. This proved so popular that we will repeat these hours in the current academic year. In addition, there were calls for extended opening during the summer vacation – we were able to respond quickly to these and again we intend to continue these into the future.

## Books and booklists

One of the outcomes of increased use of the library is that calls on stock also increase. We took a two-pronged approach to this by providing more ebooks and streamlining our ordering processes, linking this into the provision of better electronic reading lists via Aspire (our new reading list software).

Linda Jones (Law and Criminology Librarian) explored student and staff attitudes to reading lists as the project component of a Leading Change initiative, producing good practice guidelines for academics and for our collection management policy.

Networked ebooks have now been available to students at Portsmouth for seven academic years and each year we have seen a rise in their popularity. The 2010/11 academic year saw a 48.5 per cent increase in use compared to 2009/10, with just under three million accesses of Ebrary ebooks between September and June. The number of ebooks bought specifically to match reading list needs or reservation requests also increased in 2010/11, with all faculties buying more than in previous years as publishers increased the choice of ebooks available. The Faculty of Humanities and Social Sciences set aside a special pot of money for new ebooks and spent £25,000 across the year. One new ebook on research methods in education had over 5,000 accesses between mid-December and June, whilst six new ebooks about the work of Margaret Atwood had over 6,500 accesses between them.

## Supporting research

It fell to the library to rejuvenate the existing Institutional Repository to support the forthcoming Research Excellence Framework (REF) process during the year.

A small team led by Andy Barrow (Science Faculty Librarian) worked with Eprints at the University of Southampton to create 'Parade@Portsmouth'. Almost 3,000 items had been added by the end of the year, 28 per cent of these in full text. It was pleasing to have an article by library staff (White and Collinson, 2010) in the top ten most downloaded articles.

# Parade@Portsmouth



### Streamlining processes

The Procurement and Metadata Team (formerly called Technical Services) have implemented a number of system and workflow changes over the last year to increase the efficiency of the book supply chain.

Following a full process review within the department, EDI Quotes and EDI Invoices were introduced. EDI Quotes allowed the introduction of a paperless ordering system for the majority of our book orders and is the first stage in a fully paperless system which will see academics able to place book orders via their desktop. EDI Invoices allows us to better monitor our supply times and receipting processes and is also the first stage in a move to integrate the Library Management System with the University Finance System.

### Goodbye and hello

After saying goodbye last year to nine long-standing members of staff, this year we said goodbye to five more including Ian Mayfield, latterly Associate University Librarian.

Ian was a founder member of Arclib and an active European Documentation Centre librarian and trainer for many years. Leaving with Ian were Sandra Tubb, Roger Gregg, Cheryl Stevens and Jenny McGinley.

We appointed a new Associate University Librarian, Ken Dick, who came to us from the University of the Arts, London.

### Awards

The University Library extension, officially opened in 2007, won two awards in the first ever Solent Design Awards.

These awards, sponsored by the Partnership for Urban South Hampshire and organised by the Solent Centre for Architecture and Design, identify buildings which have been well designed and which add value to the community. Designed by Penoyre & Prasad, the building was the Overall Winner of the Quality Places Award and was voted People's Choice in an online poll open to the public.

The Students' Union held their first ever Teaching Awards in 2010. There were 35 unique nominations by students in six categories and 903 students voted. We were delighted when Greta Friggens was presented with a runner-up prize in the Outstanding Learner Support category.



## Activity data academic year 2010/11

Loans  
**1,057,383**

Full text  
ejournal downloads  
**1,004,275\***

Turnstile exits  
**812,450**

Inter-library  
loans requested  
**2,666**

External readers  
**347**

Website  
page views  
**1,900,000**

Reservations  
placed  
**31,795**

Ebook section requests  
**3,506,116\***

Referencing@Portsmouth  
page views  
**896,000**

\*Provisional figures

As of 31 August 2010, the library had **1,202** Twitter followers and **1,604** Facebook fans.

## Staff presentations

Collinson, T. & Friggens, G. (2010). Stuck inside of mobile with the reference blues again: how R@P is informed by research and is moving into handheld learning. Paper presented at the *Christmas Learning and Teaching Conference, 'Teaching and Research: Making Links', University of Portsmouth, December 2010*.

Collinson, T. & Friggens, G. (2011). Library Labs: creative experimentation for student engagement at the Library II. Paper presented at the *CCI Faculty Summer Learning and Teaching Conference, 24 June 2011*.

Jones, L. & Manton, V. (2011). Reading lists: University of Portsmouth experience. *LILAC Conference, at the British Library, 11 April 2011*.

Thompson, P. (2011). When I grow up I want to be a librarian. *CPD25 Career Development Day for Library and Information Assistants held at Birkbeck, University of London, 25 May 2011*.

Thompson, P. (2011). When I grow up I want to be a librarian. *CoFHE Library Assistants' Day: Ready for the next step? held at Queen Mary College, Basingstoke, 14 June 2011*.

Worden, A. (2010). Building alliances with academics to get best value for money. Paper presented at *WESLINE (West European Studies Library and Information Network Conference), University of Manchester, Manchester, September 2010*.

## Staff publications

Bennett, D. (2011, February). Faster and cheaper... and more: Directions in library cataloguing from the 2010 Cataloguing and Indexing Group Conference. *CILIP Update with Gazette, 22–23*.

Friggens, G. (2011, March). Reflecting on 'Reflections'. *ARCLIB Bulletin, 11*. Retrieved from: [www.arclib.org.uk](http://www.arclib.org.uk)

Mayfield, I. & Weston, S. (2011). Getting to grips with the figures: The Data Manager post at the University of Portsmouth. *Sconul Focus, 51, 12–15*.

Thompson, P. (2010). The body in the library: Using collaborative working to develop effective and efficient online information literacy training for distance learners at the University of Portsmouth. *SCONUL Focus, 49, 36–39*.

White, E. & Collinson, T. (2010). Exterminating boredom: Synergy and creativity in an academic library. *ALISS Quarterly, 6(1), 26–31*.

Worden, A. & Collinson, T. (2011). Engaging staff and students with e-books in a university setting. In K. Price & V. Havergal (Eds.), *E-books in Libraries: a practical guide* (pp. 237–251). London: Facet.

Worden, A. & Collinson, T. (2011). Contributor's views: [The future of e-books]. In K. Price & V. Havergal (Eds.), *E-books in Libraries: a practical guide*. (pp. 264–265). London: Facet.

Worden, A. & Collinson, T. (2011). Top tips from the contributors: [Engaging students...]. In K. Price & V. Havergal (Eds.), *E-books in Libraries: a practical guide*. (p. 283). London: Facet.

## Professional activity

Linda Jones became a CILIP Fellow this year whilst Sarah Weston became a Chartered Member.

Jeannette Hawkins and Linda Holt successfully completed NVQs at Level 3, supported by Linda Jones who is an NVQ Internal Verifier.

David Bennett continued his association with the University of Brighton, teaching on the Organising Knowledge module of the MA Information Studies.

Staff belong to a variety of professional bodies, holding office in a number:

<b>Andy Barrow</b>	Committee member – Universities Science and Technology Librarians Group
<b>David Bennett</b>	Committee member and Web Editor – CILIP Cataloguing and Indexing Group
<b>Roisin Gwyer</b>	Standing Committee member – Continuing Professional Development and Workplace Learning Section of IFLA
<b>Lisa Jeffery</b>	Committee member – CILIP in Hants and Wight Sub-branch
<b>Linda Jones</b>	Internal Verifier – Southern Counties Vocational Qualifications Network Mentor Support Officer for CILIP South East (Hants and IOW) Treasurer – COFHE Southern Circle Committee member – BIAL Awards and Bursaries Committee
<b>James Matthews</b>	Committee member – CILIP in Hants and Wight Sub-branch
<b>Ian Mayfield</b>	Chair – MUDL (Managing and Using Data in Libraries Group) Committee member – JIBS User Group
<b>Sarah Weston</b>	Committee member – MUDL (Managing and Using Data in Libraries Group) Committee member – CILIP in Hants and Wight Sub-branch
<b>Anne Worden</b>	Committee member – French Studies Library Group

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