

University Library Annual Review 2009/10

Welcome to this first Annual Review (replacing the Annual Report) which highlights our main areas of activity during the past academic year. This has been an eventful year with unusual weather, a new Government and a difficult financial climate. It was also a year in which the impact of increased student numbers at Portsmouth really began to be felt in services such as the University Library.

In order to ensure our service is fit for purpose in this changed environment we began a 'root and branch' review of processes and the staffing structure needed to deliver a good service (the outcome of which will be seen in the 2010/11 academic year).

The importance of frontline services was recognised in our Enquiries Review and in the opening of a new social learning space. We also recognised the increasing importance of virtual space as we continue to develop our website and online learning objects. None of this can be delivered in isolation, and we thank colleagues across the University for their expertise and support.

Roisin Gwyer
University Librarian





Snow Factor

The balmy south coast saw enough snow this year to close the University for a few days – for the first time ever. The city came to a standstill as schools, public transport and even some shops closed.

The University Library maintained a basic service throughout, relying on a skeleton staff of those living near enough to walk (slowly) in. The ‘snow factor’ has been useful in our staffing review as it defined a basic level of service very well.

Review of enquiry services

A major area of activity in the Library has been a review of enquiry services. At a senior staff ‘Time Out’ meeting early in the year, we re-established our commitment to multiple enquiry points.

We wanted to ensure continuing good service, especially as the number of enquiries continues to rise. A cross-service group led by Judith Stamenkovic reviewed our enquiry services and recommended changes in a number of areas. Most importantly, the group developed a competency framework for staff which links to our information literacy framework. We will be concentrating staff development resources on this area in the forthcoming year.

3rd Space

A new venture for the Library is the management of the social learning space in the adjacent Student Centre building, which also houses the Students’ Union. This space includes a café, relaxation area and inflatable pods for quiet or small group activity.

The area opened as ‘3rd Space’ in February 2010 and has been popular in providing students with another type of space complementing the three Library zones (Silent, Quiet and Group Study areas) and the Open Access IT areas. In particular, 3rd Space has been in great demand by students for hosting events such as ‘speed dating’ with our local General Election candidates and as a small exhibition space.



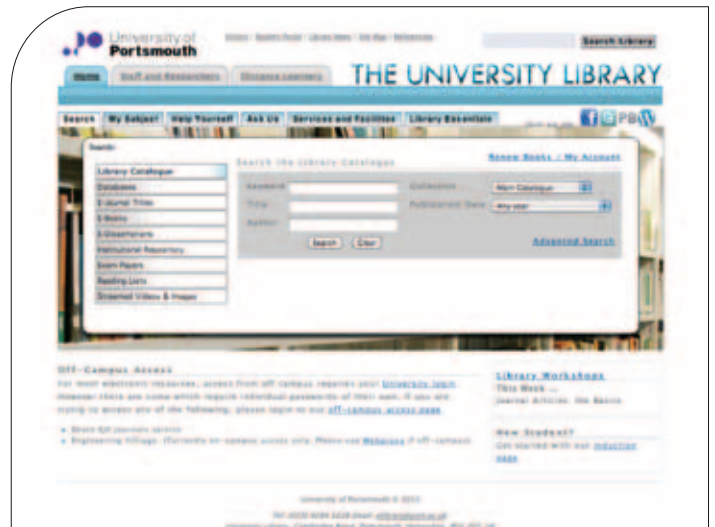
3rd Space

The Library elearning experience

We have improved our virtual learning space by adding a new front end to the Library website. Our visually ‘clean’ site calls visitors to action by providing search boxes for our various information sets. It also differentiates information for particular user groups such as staff or distance learners. Having almost finished the student section, we are currently reviewing the staff and researchers’ areas.

Elearning has released much creativity in our academic liaison team, who have presented some of their projects and expertise at several conferences during the year. Use of ebooks is high at Portsmouth and this was investigated by Anne Worden and Timothy Collinson, who presented their findings in a poster presentation at *Umbrella 2009*, winning the Judges Choice Poster Session Award.

Another particular example of staff’s creativity is ‘The Body in the Library’, an elearning module for criminology students created by Linda Jones and designed by Paula Thompson. Well received by its primary audience, our distance learning students, the module has dramatically reduced the number of criminology-related enquiries to the subject support team.



Library budget

Our main concern this year (and I imagine the next few years also) has been the Library budget, particularly the information provision budget. In common with other academic libraries, we have faced unsustainable above-inflation price increases on academic journals. The decline in the purchasing power of the pound against the US dollar and euro has added to this already difficult situation.

However, a group of staff led by Ann Hindson has worked extremely hard to bring the budget on track. We began the lengthy process of establishing usage benchmarks for journal renewals. The Data Manager post, which was established a couple of years ago and is held by Sarah Weston, has proved invaluable in this process.



The Library as a host

We are still enjoying the space that the 2007 extension to the building has provided. One pleasure has been the ability to welcome other librarians to use our building for professional activities. During the year we hosted a number of local CILIP and CoFHE events as well as the ARCLIB (Architecture Librarians) Annual Conference in July.

Greta Friggens, Faculty Librarian and conference organiser writes: 'I was delighted to host the conference here at the University and know that colleagues in the Library and the School of Architecture helped to make it a resounding success. The programme included a mixture of lectures, discussions and visits and opened with a guided overview of the history, geography and architecture of the area from the Spinnaker Tower. A highlight was the tour of Portsmouth and Southsea by vintage coach with commentary by members of the Portsmouth Society.'



1961, Southdown Motor Services Coach and delegates on the journey



Ian Bonar

Goodbye to...

This has been a year of goodbyes, starting with the retirement of the University Librarian, Ian Bonar, after a career at Portsmouth of over thirty years. One of Ian's early jobs was to take us through the heady days of automation with the Birmingham Libraries Cooperative Mechanisation Project (BLCMP). More recently he steered us through the addition of a second extension to the original iconic 1970s Library building.

As a result of the Voluntary Severance Scheme plus planned retirements, nine other members of staff have left us recently. We wish them well in their future endeavours.

Activity data academic year 2009–10

Loans	990,837
Reservations placed	32,426
Interlibrary loans requested	4,724
Ebook 'accesses'	2,302,727
Full text ejournal downloads	972,432
Turnstile exits	731,691
Active users	35,763
External readers	157
Enquiries (two-week count, all enquiry points)	4,586

This means that in our physical space each month (averaging across the year) we have 60,974 people walking through our turnstiles, borrowing or renewing 82,507 items. We deal with 2,702 reservations and send off for 394 interlibrary loans. In one two week period we answered 4,586 enquiries.

In our virtual space, each month saw an average of 191,894 'accesses' to an ebook (an 'access' being either the number of pages viewed, printed and copied or the opening of a book section such as a chapter, depending on supplier definition). E journal usage (defined as a full text download) was 81,036.

NB These figures are indicative.

Staff presentations

Collinson, T. (2009). Library PrepUP for pre-entry students. *University Science and Technology Librarians Group – Student Engagement*, 30 November 2009. Retrieved August 31, 2010, from www.leeds.ac.uk/library/ustlg/autumn09/index.htm

Collinson, T. & Jones, L. (2010). The dark and bright side of the web. *CILIP Hampshire & Isle of Wight sub-branch AGM and CPD event*, 24 March 2010, Winchester.

Collinson, T. & Jones, L. (2010). The bright and dark sides of the web. *The 5th CILIP CoFHE and UC&R Joint Conference: Futureproof: making libraries indispensable to learning, teaching and research*, 21–23 June 2010, Exeter University.

Collinson, T. & Jones, L. (2010). Darkside/brightside of the web. *ARCLIB 20th Anniversary Conference: Reflections*, 7–9 July 2010, University of Portsmouth.

Friggens, G. (2010, July). *Discussion forum: Reflecting on the changing information needs of student and professional architects. Discussion introduced and led, at the ARCLIB Conference: Reflections, University of Portsmouth, 2010.*

Worden, A. & Collinson, T. (2009). Are e-books taking off (Poster)? *Umbrella 2009, 14–15 July 2009. Hatfield: University of Hertfordshire.* (Judges' Choice Award Winner).

Staff publications

Bennett, D. E. (2009, 28 August). Where next for the back room? *Library + Information Gazette*, p. 19.

Bennett, D. E. (2010). The great information liberation. *Eclipse* 9, 3.

Collinson, T. (2010). *International Reflections: Tuesday 18 January. Leeds: Leeds Metropolitan University.* Retrieved August 31, 2010, from www.leedsmet.ac.uk/international/reflects/B2AB54C0930A4EE8AE16E0FECDF745A8_CACC52A02B3F42C0A7E39A51E76F1CA6.htm

Collinson, T. (2010, May 11). *USTLG meeting 'Developments in new technology'*. Retrieved June 8, 2010, from: www.leeds.ac.uk/library/ustlg/Spring10/presentations/timothy_collinson_report.pdf

Collinson, T. & Kendall, M. (2009). A virtual library for pre-entry university students. In V. Snasel, D. Pokorny, P. Pichappan, & E. El-Qawasmeh. (Eds.), *First International Conference on 'Networked Digital Technologies'*, 29–31 July 2009. Ostrava: VSB Technical University.

Collinson, T. & Kendall, M. (2010). A library portal using graphical exploration for pre-entry university students. *International Journal of Information Studies*. 2(1), 1–11.

Crellin, J., Duke-Williams, E., Chandler, J., & Collinson, T. (2009). Virtual worlds in computing education. *Computer Science Education*, 19(4), 315–334.

Friggens, G. (2010, May). ARCLIB 20th Anniversary Conference 2010, Reflections, University of Portsmouth, Wednesday 7th to Friday 9th July. *ARCLIB Bulletin*, 3.

Garcia-Febo, L., Gwyer, R., Schnuer, S. (2009). Introduction to the IFLA Satellite Conference. In J. Varles & G. Walton (Eds.), *Strategies for regenerating the library and information professions: Proceedings of the Eighth World Conference on Continuing Professional Development and Workplace Learning for the Library and Information Professions, 18-20 August 2009, Bologna, Italy* (pp. 11–16). Munchen: Bowker Saur.

Gwyer, R. (2009). Theory, research, and practice in library management 7: influencing up. *Library Management*, 30(6/7), 479–486.

Gwyer, R. (2010). Leading in difficult times: what can we learn from the literature? *New Review of Information Networking*, 15 (1), 4–15.

Gwyer, R., Jones, L., Matthews, J., & Worden, A. (2010). Referencing@Portsmouth: a web-based, interactive referencing tool. *Journal of Learning Development in Higher Education*, 2. Retrieved from www.aldinhe.ac.uk/ojs/index.php?journal=jldhe&page=article&op=view&path%5B%5D=56&path%5B%5D=35.

Matthews, J., Gwyer, R., Jones, L., & Worden, A. (2009). R@P: developing and promoting the Referencing@Portsmouth service. *SCONUL Focus*, 47, 19–23.

Professional activity

We have always been active supporters of staff development and have a part-time post, held by Lisa White, which is dedicated to this.

The Library is committed to supporting two staff members each year on NVQ programmes. This year Emily White and Paula Thompson both achieved NVQ level 3. Emily and Paula were mentored by Linda Jones who is a Health Libraries Network NVQ Assessor and Internal Verifier (as well as our Law and Criminology Librarian).

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

Andy Barrow	Committee member – University Science and Technology Librarian's Group
David Bennett	Committee member – CILIP Cataloguing and Indexing Group
Greta Friggens	Secretary – ARCLIB, Architecture Librarians Committee
Roisin Gwyer	Standing Committee member – Continuing Professional Development and Workplace Learning Section of IFLA
Ann Hindson	Southern Universities Purchasing Consortia – Book Contract Management Team
Lisa Jeffery	Committee member – CILIP in Hants and Wight Sub-branch
Linda Jones	CILIP National Mentoring Committee and SE Mentor Support Officer Treasurer – COFHE Southern Circle
James Matthews	Committee member – CILIP in Hants and Wight Sub-branch
Ian Mayfield	Treasurer – European Information Association Treasurer – EU Databases User Group Chair - Managing and Using Data in Libraries Group (MUDL) Committee member – JIBS User Group
Sarah Weston	Committee Member – Managing and Using Data in Libraries Group (MUDL) and owner of the email discussion list Co-owner of LIS ebooks email discussion list

David Bennett, one of our cataloguers, delivered eight hours lecturing and practical teaching to postgraduate students on the MA Information and Library Studies course at the University of Brighton during October–November 2009. David also became a Chartered member of CILIP.

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