

James Hardiman Library, National University of Ireland, Galway

Extract from the Librarian's Report 2000/2001

Highlights

With no new buildings or major refurbishment to report, the focus during the year under review was very much on consolidation and service improvement. Two new appointments at senior level together with the appointment of the Deputy last year has meant an almost entirely new Library senior management team. This has afforded the opportunity to review structures and priorities, with considerable time spent on reviewing how we work as a team and how we work with colleagues to the ultimate benefit of library users. The challenges emerging are not inconsiderable, but have been embraced with honesty and enthusiasm by senior staff, and we look forward to positive and sustained improvements as a result.

The pressure on space and services continues to increase and while we are fully committed to, and work towards, the concept of the electronic / virtual library, we have still to see its effects in terms of any decrease in use of the physical library. Interesting to note, that on one of our survey days – the 5th December 2000 - 11,970 users came through the doors of the James Hardiman Library, so it is not unreasonable to assume that the Library continues to be the study location of choice by the majority of students, despite additional accommodation provision elsewhere on campus. All of this continues to take its toll on the physical environment and despite best efforts with new extensions, heating and ventilation heads the list of problems for library staff. In terms of storage space, we also have concerns particularly in terms of quality. No progress either to report on space provision for the Medical and Nursing Libraries, but these issues are now coming to a head with the move of nursing studies to the main University campus.

On a more positive note, university funding to the Library has allowed for an increase in holdings of electronic material, in particular full-text journals – essential if the Library is to support research to any credible level. Still on acquisitions – and of particular interest to the Arts and Humanities community, the Library was delighted to receive the O Domhnalláin papers and the Heinrich Becker archive and to formally celebrate the acquisition of the O'Malley / Lyric theatre archive – more on this under *Archives and Special Collections*.

Changes at senior management level have already been mentioned, but staff changes have taken place at all levels within the Library. It is to the credit of all staff, existing

and new that they have embraced so readily a service quality ethos which has been acknowledged so often by Library users. My thanks to all of them for their very individual contributions. Thanks also to the work of the Library Committee and to the Registrar as Chairman, and to the other committees, working groups and administrative colleagues for their time, expertise and ongoing support to the Library.

Librarian's activities

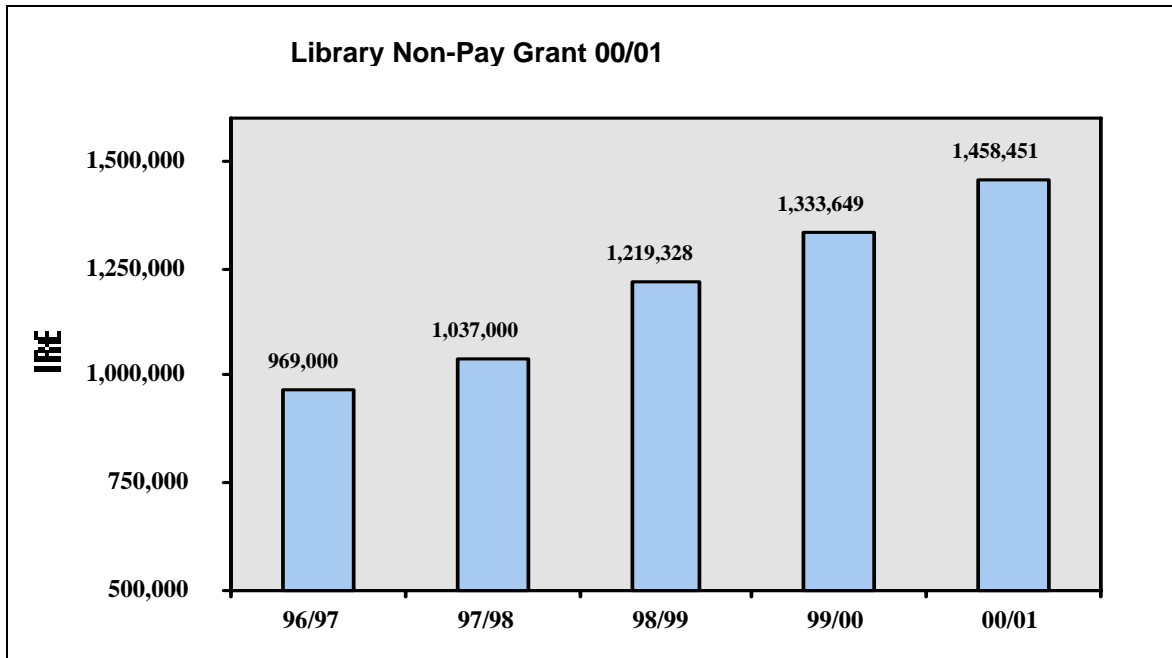
Balancing internal responsibilities with external commitments continues to be a challenge. Committee work within the University must be a priority, but representation on the range of external committees / bodies is to the ultimate benefit of the Library, and is essential in a rapidly changing information environment. New Copyright legislation, the changing face of scholarly publishing, co-operation on a wide range of service issues, collaborative purchasing ventures, advocacy and staff development, are only some of the issues addressed by CONUL, An Chomhairle Leabharlanna, the IRIS Board, SCONUL, the Board of HEAnet Limited, the National Information Server Advisory Group, CHEST (Ireland) Board and CHIU Librarians Committee, on which the Librarian serves and/or represents the University.

Equally busy with external activities are many other members of staff as will be evident from the list of involvements at the end of the report – to all my thanks and admiration.

Facilitating all of this, is the quality of support, enthusiasm, patience, loyalty and good humour of the staff of the Librarian's Office - to all two of them may I say once again – sincere thanks.

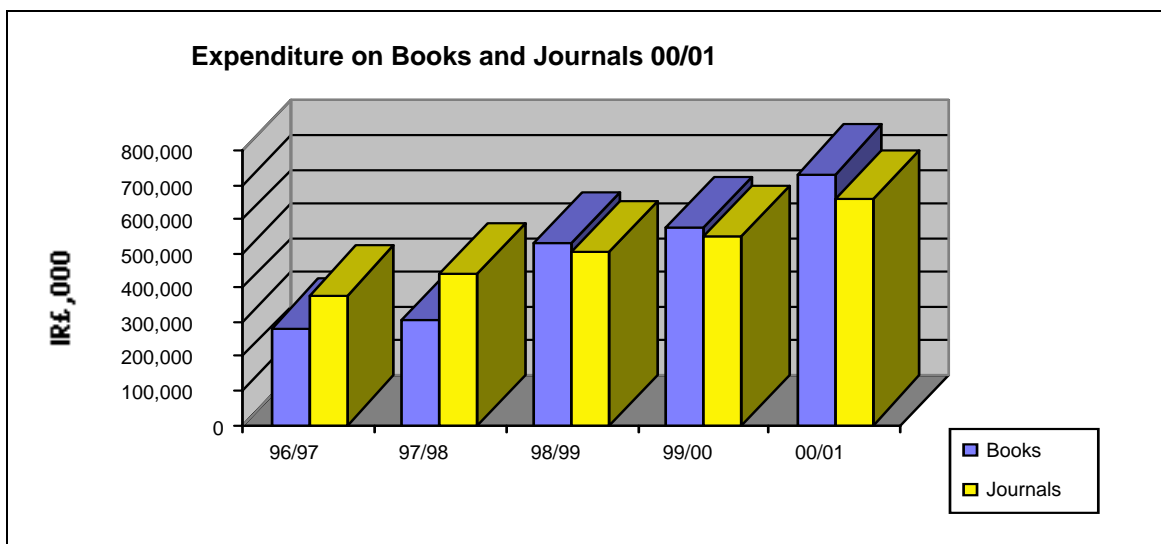
Library Finances

The overall Library budget in 00/01 was £3,133,362 an increase of 12% over total budgets for 99/00 (£2.796 million). Excluding pay, the budget for books, journals and operations was £1,458,451 (to include all Nursing Library costs other than pay) - this again represents an increase of 9.4% over the 99/00 allocation of £1,333,649. In addition, faculties continue to make generous additional contributions to support the Library.



Books, Journals and other Non-Pay

Of the total non-pay allocation, £1,125,000 went to the purchase of books and journals, with an additional £20,500 allocated to the Nursing Library. Actual expenditure on **journals** amounted to £658,301 with £732,052 available for books and other non-print materials. The increased books budget results from an additional allocation of £80,353 from departments' own funds, and research funds of £164,500 from the Centre for Human Settlement, in addition to the University grant. (It should also be noted that it reflects actual expenditure, material on order, and funds allocated to departments but not necessarily spent at close of financial year).



Inter Library Loans: The budget (net) was £65,000 for the Main and Medical Libraries (£55,000 in 99/00).

Operations: £239,000 (net) was spent on Main Library operations & services including binding, with once again, income from fines and photocopying subsidising operations to a large extent. Shelving costs (a mixture of students and seasonal staff) are totally funded from income.

Special Research Fund Grants: The Special Research element of the Library budget this year amounted to £15,400. A total of only £14,751 was awarded in grants to faculty.

Library Staffing

Recruitment and other staff changes - Two new appointments were made at sub-librarian level – Niall McSweeney was appointed as Head of Information in April 2001 to replace Maeve Doyle, who had before her retirement managed both Information and Law, with Ann Mitchell replacing Bernie Finan as Head of Readers' Services from June 2001. A temporary full-time post of Assistant Librarian Engineering and Science was replaced on a permanent basis by Jane Mulligan, with the move of Rosie Dunne to half-time. Sanction was also received to fill the post of Assistant Librarian Law on a permanent basis, Anthony Nelson being appointed to the post in June of 2001. Ann Kelly was appointed to the permanent vacancy in Cataloguing, and Kieran Hoare was also successful in securing the permanent appointment as Library Archivist.

Retirements – Following 34 years of service to the Library and to the University, Bernie Finan retired from his post of sub-librarian, Readers' Services at the end of May, 2001. Bernie who was very much the “face” of the library will be sadly missed by staff and students alike.

Two other long serving staff members also retired this year and will be greatly missed – Eileen McGann from the Cataloguing department and Mick Killeen, one of our Library Stewards; to both we wish a long and happy retirement.

Training & Development:

Library staff attended a variety of local courses organised by the Library or through the University's Staff Training and Development programme. Library courses included a series of workshops during the summer months on the Library's electronic resources. Information Technology training centred on the ECDL course which attracted a number of staff seeking to develop their IT skills. The Library continued to be active in supporting the ANLTC (Academic and National Library Training Co-Operative), with over 20 staff attending eleven courses organised by this group, and in turn acted as host for a very well-attended workshop on managing paperwork and computer files.

Health and Safety training was a mix of refresher courses and courses for new staff mostly in the area of first aid, fire safety and EVAC emergency evacuation procedures.

Student Summer Jobs Scheme: This programme is no longer considered attractive to students because of the low hourly rates. Despite this, the four who did volunteer did some very useful work in Law, Bibliographic Services and Readers' Services. An Austrian student was also accepted on placement to work with the Library Systems administrator on a project to revamp the Library website.

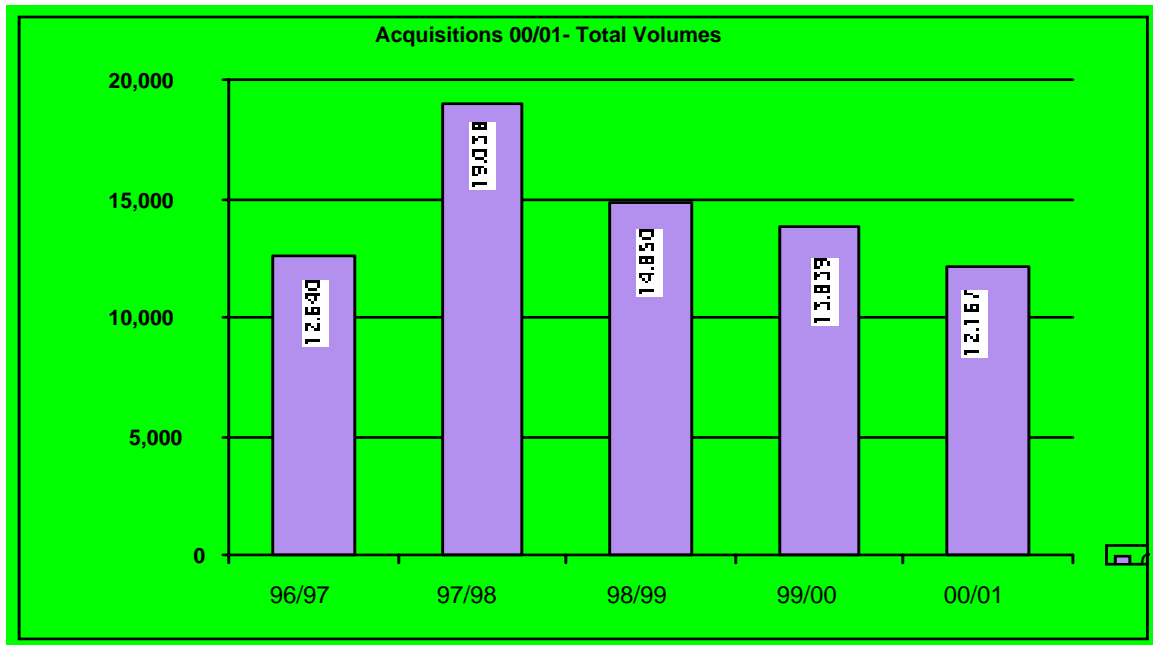
Bibliographic Services

Work which started last year with the move to the new ALEPH system continues. Cataloguing went live in August of 2000, followed by Acquisitions in February 2001. As might be expected the move to the new acquisitions system mid year was not ideal and created considerable extra work for staff in the migration of data and particularly in the receipting and payment of material ordered on the former system. However, revised workflows are paying dividends in many areas, but particularly at the cataloguing stage. The new system has also created much greater integration in the various aspects of work in Acquisitions and Cataloguing. An upgrade to the system took place in May 2001 – again more work, but hopefully the improved functionality will make the effort worthwhile. While offering great flexibility in terms of reporting, the system does require considerable effort on the part of the librarians and systems staff to tailor reports to requirements. New modules to be implemented in the academic year 2001/2002 include serials and inter library loans management. Specific projects within Bibliographic Services during the year included the integration of the Áras na Gaeilge collection with the Main Library; the creation of a reference collection of NUI, Galway staff publications and the addition of 1,500 European Documentation Centre monographs to the Library catalogue.

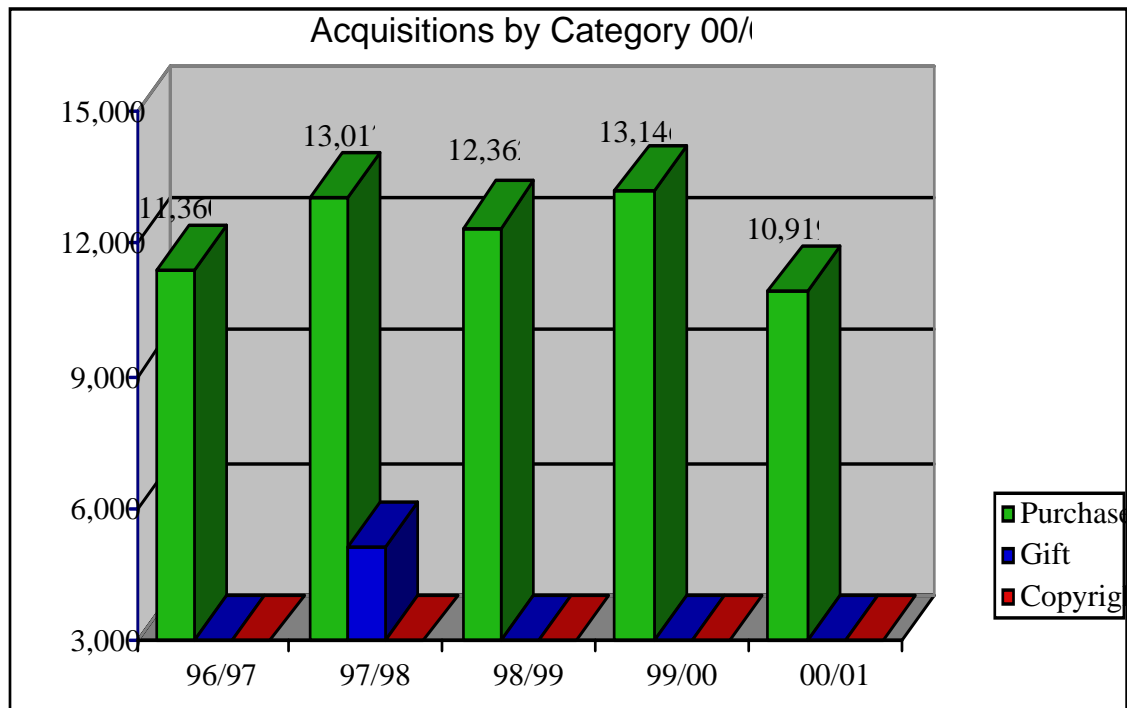
The planned move of the ILL department to Bibliographic Services has also taken place, but should have no direct effect on patrons.

Collections & Acquisitions:

Acquisitions were down on previous year with 12,167 volumes accessioned (13,839 in 99/00).



Of these 10,919 were purchased 528 were by gift and 720 were copyright items.



Notable Acquisitions and Bequests

Of particular note this year was the bequest of the Heinrich Becker archive by his widow Frau Gretel Becker – a unique life's work by a German scholar of material collected over

a 50 year period during various visits to Ireland. Much of the material is in Irish and is immensely rich in content on Galway and particularly the Aran Islands. Other noteworthy Irish language bequests included; Lámhscríbhinní Shéamuis Ua Grianna; Lámhscríbhinní Phádraig Ua Dhomhnalláin and Lámhscríbhinní Phádraig Ua Durcáin. The Lucan collection was acquired at auction, and to add to our Theatre collections we were delighted to accept the first 10 years of the MACNAS theatre company archive.

Special collections continued to seek out relevant material at auction and in antiquarian booksellers' catalogues, and as a finding / identification aid, a subscription to the web-based *English Short Title Catalogue* was of particular value.

Finally, the Librarian would like to thank University staff who continued to donate material to the Library throughout the year – the permanent exhibition in the Library Foyer of these publications continues to attract much interest.

Cost of Access to Electronic resources is now a major element of library expenditure – amounting to almost 27% of serials expenditure in 00/01. As always, fulltext journals rather than abstracts are in heavy demand. There is a concern that electronic is the “only” information worth accessing, particularly for undergraduates, but Information Librarians are very aware of this and emphasise the importance of print resources in all liaison work with students.

Inter Library Loans Service:

The integration of this Department within Bibliographic Services has already been mentioned, but once again, traffic is down considerably on last year. It must be assumed that this is as a direct result of the increased availability of full-text electronic material, particularly in engineering and science. However, the increase in items supplied by both Medical and Nursing Libraries is a cause of concern, given the commitment requirement to sustain this level of activity by the staffs of both libraries. Interesting to note however, that the number of requests supplied from within the country continues to increase – the figure is now 34% - (28% in 99/00).

Inter Library Loans Traffic 2000/2001 – All Libraries

Individual statistics are available for the Main Library, the Medical Library and the Nursing Library, but the total volume of business was as follows:

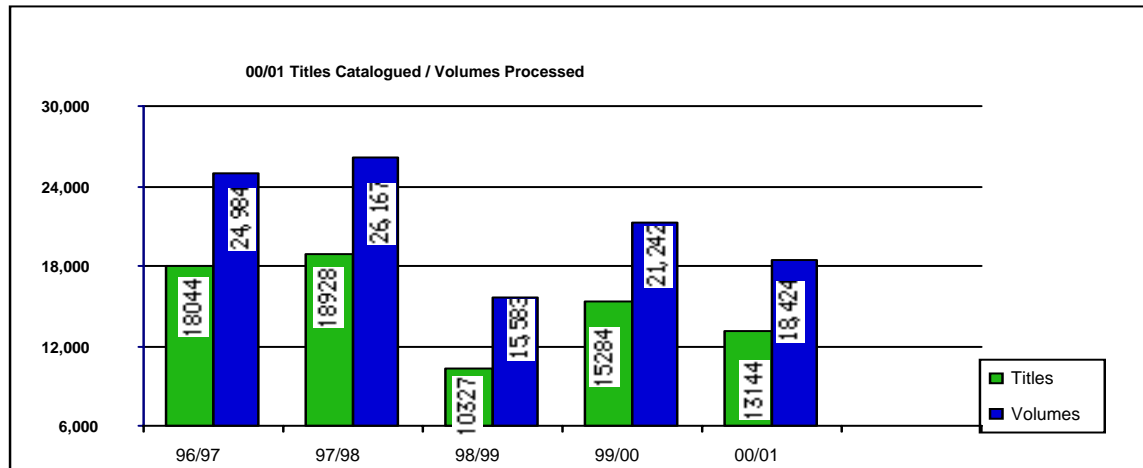
	00/01	99/00	% Change
Number of Items Requested by NUI, Galway	9,166	10,334	- 11%
Number of Items Received by NUI, Galway	8,546	9,463	- 10%
Number of Items Supplied by NUI, Galway	1,956	1,748	+ 12%
% Supplied by Irish Libraries	34%	28%	

Binding: Items bound were considerably up on last year - 1,478 items processed in-house, and 844 items repaired. In addition, 1,081 volumes were bound or conserved,

externally. Again, thanks to Hugh Keleghan, who is solely responsible for this impressive throughput.

Cataloguing

13,144 new titles were fully catalogued - with 18,424 volumes processed for all three libraries.



Readers' Services

The installation of the new Aleph Library system had particular significance for Readers' Services. There were many teething problems and this resulted in considerable effort on the part of Library staff. Much time was spent by the Assistant Librarian in attempting to resolve problems with the system supplier. Growth in loan transactions increased by 3% over last year, but overall the volume of business was almost identical. This could partly be due to the growing availability of online resources. Facilities continue to come under severe pressure – with huge demand and long queues to enter the library particularly in the run up to examinations. Equally busy are Saturday and Sunday opening at this time.

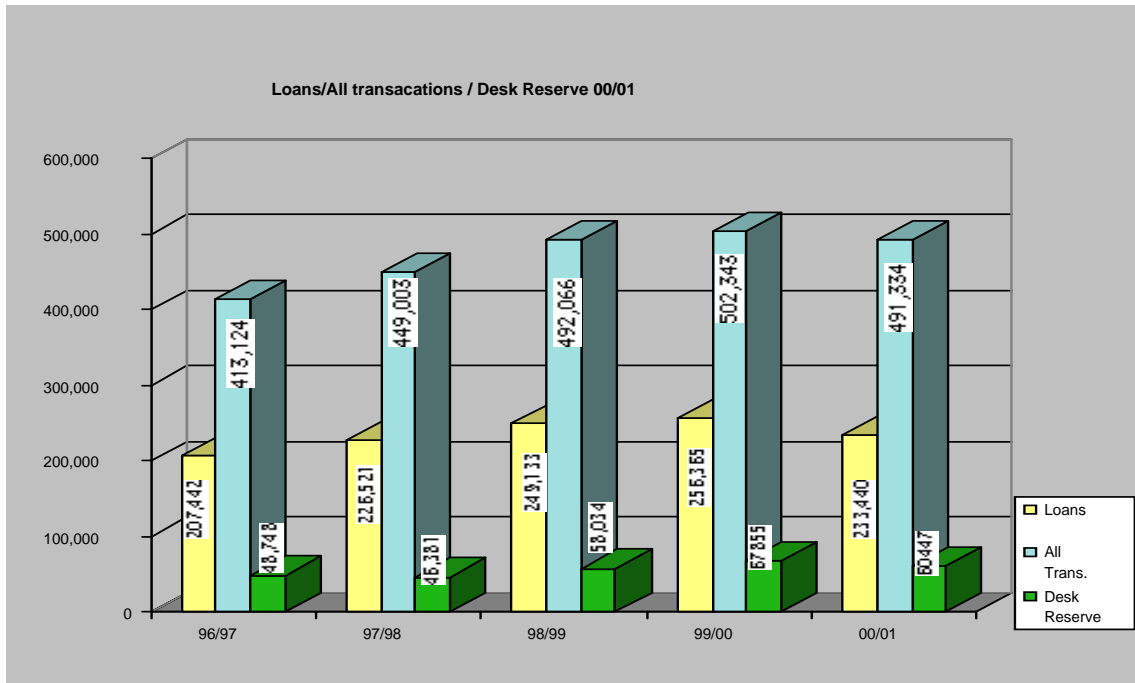
The Circulation Desk continued to be the focus of much of the activity of the Readers' Services Department and again all credit to the team of dedicated Reader Services Assistants who staff this vital area in the face of ever-increasing pressure and queues. The new team of Library Shelves also deserve mention for their excellent work in maintaining library stock often under difficult circumstances.

Circulation Statistics:

For the first time in 2 years, **Loans** at 233,440 showed a decline of 8.9% over 99/00 (256,365).

All transactions were also down - 491,334 (502,343 in 99/00) – 2.2%

Desk Reserve loans have decreased by 11% this year – 60,447 loans by comparison with 67,855 in 99/00 – however, they still constitute a significant percentage of all loans at 26%.



Services for Users with Special Needs

Much effort within the Disabilities Service went into braille of material for users with visual impairments. However, general services grew slowly and were exacerbated because of absence due to illness in the area.

Photocopying Services: In line with EU directives, the Library went out to tender for the supply of photocopying and networked printing services during the summer of 2001. This resulted in a change of supplier, which required considerable effort in reconciling old and new value cards in advance of the new academic year.

The volume of photocopying by academic staff and students decreased by 7% this year, with 2,099,974 copies being made by comparison with 2,265,638 copies in 99/00. The decline in volume can probably be attributed to quality of service problems while the Library underwent an external tendering process for a new service contract to commence in October 2001.

Library Archives Service

The service continues to provide an excellent support to the academic work of the university. Very good progress continued in the recording of special collections to a level of detail not possible heretofore without the professional expertise now in place. An additional bonus has been our ability to share such completed listings with the National Library of Ireland and also with neighbouring county libraries. The major problem is now storage, with the Library very mindful of its responsibilities in terms of

housing and conservation of collections entrusted to its care. It is hoped that this can be addressed as a matter of urgency by the University in expansion plans for the Library, and that these will also encompass the needs of University as well as Library archives.

The Archives Working Group continues to provide a most useful forum for discussion of policies and strategy and academic staff members are very supportive of efforts and initiatives in this area.

Special Collections

The Special Collections department continues to work closely with both the Information Librarians and also the Archives Service in promoting the content of the collection to staff and students, and particularly to postgraduates. In addition, and as mentioned in last year's report, the number of enquiries from outside of the University continues to increase.

Notable acquisitions have already been mentioned under "Bequests & Acquisitions" above.

Exhibitions and Events: The major exhibition this year was that of the O'Malley/Lyric Theatre Archive which was opened by the President of the University in October 2000, followed by an address by the playwright Tom Kilroy. This exhibition then travelled to the Linenhall Library in Belfast as part of their celebration of the 50th anniversary of the founding of the Lyric Theatre Belfast. The formal opening there attracted a large gathering and was very well received and favourably reported on in the media. Equally enjoyable was a luncheon hosted by President O Muircheartaigh, for the three daughters of Pádraig Ua Domhnalláin in appreciation of their generosity in donating the O Domhnalláin archive to the University.

Various other events such as World Book Day, the anniversary of Walter Macken and Cúirt Literary festival were also celebrated with displays prepared by Special Collections and Archives and much appreciated by staff and students alike.

Information Services

This proved again to be a year of change and service development within Information Services, with the appointment of the new Sub-Librarian, Niall McSweeney in April 2001, making a major contribution to a number of user-focused initiatives. Much emphasis was placed on a revised information skills programme and on the establishment of weekly subject training sessions, which commenced initially with modest attendances.

Information Services contributed a new Library Orientation programme as part of *Orientation Week*. This year's event had a new emphasis on students meeting a variety of library staff and seeing a number of library services. Over 50 Library Staff contributed with almost 850 students participating in tours.

Criteria for evaluating e-resources were established, along with the creation of a web based form for collecting user feedback. In conjunction with this a database trials page was established on web page.

Updating of the Library website was identified as a priority and Information Librarians worked on the development of subject pages for the new Library Web Page to be launched later in the year (www.Library.nuigalway.ie).

The Library User Group met twice during the year with good attendance by both academic staff and student representatives.

Librarians contributed to a very successful meeting with representatives of the National Information Server (NIS) and LIR looking at ideas for developing the NIS and establishing *Subject Expert Workshops* for subject librarians nationally.

A *Summer Training Programme* was initiated for all library staff covering database searching, and information search skills.

A number of new electronic products were purchased during the year under review. These included *Historical Abstracts*, *English Short Title Catalogue*, *Electronic Irish Law Reports* and *Ulrichsweb*.

Medical Library

As in other years, the Librarian (Medical Library) and Medical Library staff were heavily committed to product training, which has now been accepted as a discrete part of the courses offered by the School of Medicine. Training was also provided to staff of the Main Library in the range of electronic resources available for Medicine and Health Sciences. The online version of the Cochrane Library was added to the range of networked resources available to users, and a number of special training sessions were offered to ensure maximum use. The Medical Library Newsletter – *Update* continues to prove very useful in publicising events and acquisitions – it is also available online with full links to resources highlighted. The use and availability of online resources continues to impact positively on the demand for material requested from other libraries and Inter Library Loans were down again on previous years (highlighted under Inter Library Loans Service).

Again, a number of accreditation visits to the Medical School included visits to the Library. While quality of service was the subject of favourable comment, once again the physical space was found to be less than acceptable. Academic departments undergoing quality reviews during the year included the Department of Health Promotion. The Medical Library played its part in preparing for the review and in receiving assessors, and was pleased with the favourable comment on levels of user satisfaction with services there.

Nursing Library

Growth in services to the Nursing Students continued to escalate during the period under review. Student numbers now stand at almost 700, with three new programmes introduced. This growth was reflected in all areas, with use of journals, books and electronic products noticeably up on previous years. Particular emphasis was placed on support to the new mature students. Training sessions continued in the Main Library training room, and the fact that such programmes are now part of the teaching programme within the School of Nursing will explain the almost 80% take-up on training offered.

The Librarian in the Nursing Library continues to attend Programme Board meetings – essential to ensure preparedness for future developments and in particular the move to full university status for Nursing students.

During this year also, the Nursing Library had a quality review visit which resulted in a very favourable report, except in the area of space. This was highlighted in last year's report as a major problem and it is hoped that the Campus Development plan which is currently undergoing review takes full cognisance of the urgent needs of this constituency for the next academic year.

Library Systems

The new library system continued to be the focus of the bulk of the effort in library systems. Over the period we experienced our first use of the new system in term time, in October 2000. Much of the work centered around localising the new web opac, managing the staff GUI clients, public access web browsers and dealing with the consequences of a difficult data migration.

Summer 2001 saw us repeat much of this work, as we took advantage of the summer recess to install a major new Aleph release. The main advantage of this release was that it incorporated the Unicode standard for character encoding, a fundamental improvement to the system, allowing us display on any graphical browser or GUI client any character from any language. In addition, this new release added significant new customisation capability to the system, by devolving even more set-up choices to configuration files thus making available to the librarian functionality changes that hitherto required source code modification.

This period also saw the development of the first version of the Aleph/Agresso interface which exports completed supplier invoice data to the central accounting package for the University for payment.

Other non-Aleph work continued as before. This included the implementation of a new library web server environment based on Apache, mysql and emb_perl for the new library web site, and work towards a centralised backup utility for library staff. A temporary Project Assistant was appointed to update the Exam papers database in May

2001. In addition 10 older public access computers were replaced with new machines. Library systems produced a Welcome Zone web site to assist with the orientation of new students and went live with a new computerised Helpdesk system for logging, tracking and reporting on computer faults and associated tasks within the library.

Environment

This year saw the installation of new sliding doors at the entrance to the Library Building and to the Library – this has resulted in a major improvement particularly for ease of entry / egress for users with disabilities. Another welcome improvement was the installation of an alert system for users with aural impairments.

Less positive is the condition of the Library upper floors which are long overdue a major refurbishment. General staff frustration at the lack of improvement in heating and air conditioning systems has already been mentioned.

Health & Safety

The Health & Safety working group within the Library continued to monitor safety and environmental issues and made recommendations on a variety of issues. Safety statements were updated for all three libraries, and while much useful work was accomplished, the dissatisfaction with environmental conditions has been well documented.

Social / Cultural Events

Exhibition openings have already been highlighted and as always attract diverse groups to the Library. In addition to the formal openings, there were many other visitors to the Library. Of note was the visit by the Friends Of Trinity College Library led by Senator David Norris, who were more than appreciative of the attractions of our Library over a very wet Galway in July.

Also worth noting, that with the involvement of many Library staff in external committees / working groups, the Library has been very pleased to host numerous meetings and events throughout the year.

Once again we would like to acknowledge the particular co-operation of the Buildings Office in all of our events throughout the year and of course, we would like to particularly thank the Press and Information Officer - Maire Mhic Uidhir – for support and publicity for all Library events.

Library Newsletter

Nuachtlitir na Leabharlainne as announced last year had its “new look” which was very well received both internally and externally.

Publications / External Papers Presented

Marie Boran

“Lord Killanin (1914-1999) *Journal of the Galway Archaeological & Historical Society*, Vol. 53 (2001), pp 218-219.

Timothy Collins

Sloane, P.A., Murphy, A.W., Brazier, H., Collins, T. “EBM in clinical practice: how to advise patients regarding the influence of age in the outcome of surgical anterior cruciate ligament reconstruction: a review of the literature” *4th Annual Scientific Meeting of the Association of University Departments of General Practice in Ireland, Galway, March 2001*.

“The Clare Island Survey of 1909-1911: some modern parallels”: *4th Annual Scientific Meeting of the Association of University Departments of General Practice in Ireland, Galway March 2001*.

“From Hoekers to hookers: a survey of the literature and annotated bibliography on the origins of the Galway Hooker” *Journal of the Galway Archaeological and Historical Society*, 53(2001): 66-83.

“An unsung hero: Tom Crean Antarctic survivor” (Review). *Journal of the Galway Archaeological and Historical Society*, 53(2001): 210-211.

John Cox

“Staffing and Staff Development in Irish University Libraries”: UK and Ireland Deputy Librarians Conference, September 2001

Kieran Hoare

A Guide to the archival holdings of the James Hardiman Library, National University of Ireland, Galway” *Journal of the Galway Archaeological & Historical Society*, Vol. 53 (2001), pp 84-104.

Memberships / Committee Memberships (External)

Marie Reddan, Librarian

Aleph Directors Group

CONUL - Consortium of National & University Libraries

SCONUL - Standing Conference of National and University Libraries - NUI, Galway representative

CHIU Librarians Committee

CHEST Ireland Board – HEA nominee

An Chomhairle Leabharlanna / The Library Council - Member - NUI, Galway nominee

HEAnet - Director - CONUL nominee

HEAnet NIS Advisory Committee - Chair

IRIS - Director (NUI, Galway)

HEA Standing Committee on Information Systems - CHIU nominee

Irish Universities Information Systems Colloquium (IUISC) – NUI, Galway Library representative

Library Association – Member

Library Association of Ireland – Member

John Cox, Deputy Librarian

HEAnet NIS Advisory Committee – member

Academic and National Libraries Training Co-Operative – Committee member

Library Association of Ireland – member

UK Online User Group - member

Peter Corrigan, Library Systems Administrator

ALEPH User Group for UK and Ireland - representative

Niall McSweeney, Sub-Librarian Information Services (April 01-

LIR Committee - Member.

Anne Mitchell, Sub-Librarian Readers' Services (June 01-

Library Association of Ireland - Member

Western Regional Section - Library Association of Ireland - Section member

LAI University and Special Libraries Section – Member

LAI – AVIT – Section Member

Marie Boran, Special Collections Librarian

Library Association of Ireland - Member

Rare Books Group (LAI) - Secretary

Rare Books Group (LA, UK) - Member

Local Studies Group (LA, UK) - Member

Kathleen Burke, Librarian Arts, Celtic Studies

Western Regional Group of the LAI - member

Tim Collins, Librarian, Medicine

Fellow of the Library Association

Institute of Information Scientists (Member)

International Association of Marine Science Librarians - Member

European Association for Health Information and Libraries - Library Representative

University Medical School Libraries Group - Library Representative

Library Association of Ireland Health Libraries Group - Committee member

Cochrane Library User Group – Member

Rosie Dunne, Librarian, Engineering & Science

Irish Science Librarians' Group - Member

Patricia Ffrench, Librarian Cataloguing

Library Association of Ireland

Library Association of Ireland, Western Regional Section – Committee member
Irish National & University Library Staffs (INULS) (NUI, Galway representative).

Ann Kelly, Librarian Cataloguing

LAI Member

Kieran Hoare, Archivist

Society of Archivists - Member

Irish Society of Archivists – Secretary

Irish Society of Archivists, Working Party on Copyright Legislation and related issues - member

Galway Archaeological and Historical Society – Secretary

Irish Labour History Society - Member

Neil Quinlan, Librarian Engineering & Science (resigned December 2000)

Irish Science Librarians Group – Member

Library Association of Ireland – Member

Poilin NicChonaonaigh, Assistant to the Librarian

Member of the Institute of Personnel Development

Library Staff Attendance at Conferences & External Meetings

- Aleph Directors Group Meetings, London
- SCONUL Autumn Meeting, London, December 2000
- ONLINE, London, December 2000
- Standards Workshop for Healthcare Libraries, Limerick, January 2001
- British Library Seminar on mass de-acidification, Dublin, March 2001
- 4th Annual Scientific Meeting AUDGPI, Galway, March 2001
- SCONUL Glasgow, April 2001
- Map Library Management
- Preservation Survey of Library Collections – ANLTC in conjunction with the National Preservation Office
- INULS 2001
- International Conference on Education Technology, UCD, September, 2001