

James Hardiman Library, National University of Ireland, Galway

Extract from the Librarian's Report 2004/2005

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James Hardiman Library

Vision

Mission

Introduction

The Library's second quality review was the major focus of attention during the year 2004/2005. The Library engaged in a number of activities as part of the preparation of the self-assessment report – these included benchmarking exercises, a swot analysis, and most importantly the development of a new strategic plan for the Library, which sought to respond to the key strategic priorities for the University.

What our users think of us? – with the customer the focus of everything we do, a theme, which will be seen throughout the report, is the effort by the Library to ensure that the services provided are in line with expectations. Building on established survey patterns, we continue to make improvements in response to feedback. This year – and again contributing to our quality review - we undertook a major survey of researchers achieving a 28% response rate. We were happy to see that satisfaction rates in many areas were up on the previous survey (2003) particularly for:

- Printed book collection
- Online journals
- Library training
- Inter-Library Loans
- Photocopying

But equally interesting to see

- increased online use of the Library by researchers - 30% on a daily basis (26% in 2003)
- willingness of staff to contribute to an open and freely accessible archive of research publications
- interest in a dedicated research support librarian

Obviously there were areas where we still needed to do more – with action plans and follow-up and progress reports a big part of the survey cycle. However, since the survey of Researchers was part of a much larger national survey – we were very pleased to see that in many areas we were ahead of our colleagues in other universities.

Communicating with our users - are we getting our message across? – Not as well as we should according to our recent surveys. Listening to our users then, the Library has replaced the established user group meetings with a new more focused faculty meeting structure. Chaired by the relevant information librarian, they bring faculty representatives, students and Library staff together to discuss developments, identify and resolve problems and generally promote communication between the stakeholders. But there are still gaps and we need to work harder outside of the Library with the academic community, and work harder at raising awareness of primary contacts in the Library for an increasingly diverse user population. We know we need to focus more on marketing and to this end we held a one-day seminar for all Library Staff, which was presented by a very well known and entertaining expert in

the field of Library marketing. We still need to develop the ideas and lessons learned in a more structured way but we did work on some of the ideas to good effect. As a marketing tool, the Library Website continues to be the major source of information for users and we will also work on improving our marketing through the Library Newsletter, email and of course training both to groups and individuals. We are also very conscious of the impact of good design on marketing and for major exhibitions professionally designed catalogues, displays and publicity material is not considered a luxury. Druid this year was an example of this and was very well received.

Opening Hours – last year we noted disappointment that we had not progressed longer opening hours and this was also highlighted as the major issue in our students' survey. This year we were delighted to announce much enhanced opening hours. From September the Library opened from 0830 each day and will continue to do so throughout the year, and in addition, will remain open all day on Saturday and Sunday throughout semesters. Although services will be on a self-service basis, the provision of new self-issue machines will facilitate students wishing to borrow at these times. Demand on space is still an issue, which might seem a contradiction with the increasing use of online resources but it is a fact – more space and greater variety of learning spaces is a constant request from our undergraduates.

Exploiting the investment in online resources – Readers will be aware of the increasing annual investment in online which this year was approximately €499,960 or 42% of all journals expenditure. This year – our major investment in making these easier to access was in SFX. This linking software was developed by Ex Libris – the Library management system provider and is already the market leader in international research libraries. It links the user from a reference in either the library catalogue or a database to the most appropriate (i.e. freely available) full-text copy.

Collection Development - In tandem with our e-resource developments, the Library engaged in a major project to update its general reference collection with more than 100 new and updated reference titles ordered. In addition to being more comprehensive and up to date, the collection has been reorganised and made more accessible through the removal or relocation of material. Many reference services are now available freely online, but the Library also took out a subscription to *Xreferplus* – a leading multidisciplinary electronic resource for general reference, encompassing over 150 reference works.

Staff Development – Following on the pilot appraisal of last year, a number of development requirements were identified and staff facilitated in every way possible to avail of training and other opportunities. A number of staff are engaged in a variety of programmes and we acknowledge the support of the Training and Development unit of Human Resources in sourcing and providing some of the courses, and where appropriate, for financial support in the form of HETO grants.

Library Space and Environment – refurbishment in the Main Library has delivered an additional 100 study spaces but the pressure on space is still very much evident and we still have ongoing heating and ventilation problems in both Main Library and Medical Library. The Library engaged an external consultant to consider ways of maximising and reconfiguring existing space in response to the range of space related

issues of which we were only too well aware and also in response to space-related issues raised in our various surveys. The report was presented in April 2005. Aware of the many constraints, we were realistic in our expectations of outcomes, but some changes can be made, and wherever feasible, the recommendations will be implemented.

Special Events – All are noted under the Readers Services section of this report – but we would certainly highlight our major summer exhibition –*Druid in Review* – celebrating 30 years of Druid Theatre Company – opened by the Registrar and Deputy President Prof. Browne, to coincide with the Galway Arts Festival. It attracted very favourable comment from an international audience throughout the summer.

The Library Staff - As always, the success of events, new services and simply keeping the Library open (longest opening hours on campus of any service) is due to a lot of unsung heroes and heroines who put such effort into the ideas, planning, publicity and hospitality of the services and events listed. The report may appear long – but with over one hundred staff (and over 15,000 customers) all have a lot to say.

Once again, the Deputy Librarian was untiring in his efforts. His range of activities will be evident from committee involvements listed at the end of the report, but this year he must particularly complemented on the mammoth task of chairing the Library's Quality Steering Group, and so enthusiastically taking on a number of related activities. These included the benchmarking of services with the University of Bristol (e-resource management) and the University of Leeds (information skills), and also work on Medical and Health Information best practice with University of Glasgow. He was also responsible for the co-ordination of the Research survey at national level which was very onerous – but very rewarding and worthwhile from reports from all of our university colleagues.

Very special thanks also to the four senior managers whose commitment is so evident from the various sections of this report – they too work hard at balancing the local and national imperatives.

To the staff in my own office – my thanks as always, but to one particular staff member I have to make particular reference – Pauline NicChonaonaigh – my assistant who retired in September 2005 following almost forty years service to the University and the Library. She will be much missed both in the Library and in the University.

Finally, thanks must go to all members of Library Committee and the various sub-groups of Library Committee and in particular, to the Registrar as Chair, for their time, expertise and ongoing support to the Library.

Librarian's activities

As for all library staff, the work involved in our Quality Review was the major focus of much of the year, starting in October with a SWOT analysis and ending with the submission of a self-assessment report and a new Library Strategic Plan. It was a

very different exercise from our first review undertaken in 1997 – when we didn't have a published University strategic plan to guide our vision. This time we did, and the Librarian's involvement with the academic planning process through away days and reviews and updates of the academic plan was very important in ensuring that we were doing the right things, rather than simply doing things right. We hope that the reviewers feel the same. Within the University, the Librarian was a member of the Self-Evaluation Steering Committee involved with preparation of the University's self-assessment report for the review of quality procedures within the university by the EUA, and valued the subsequent opportunity of senior library staff to meet with EUA reviewers. The Library also took a lead role in co-ordinating one of the many suggestions to the university's staff suggestion scheme – that for a book-a-book day.

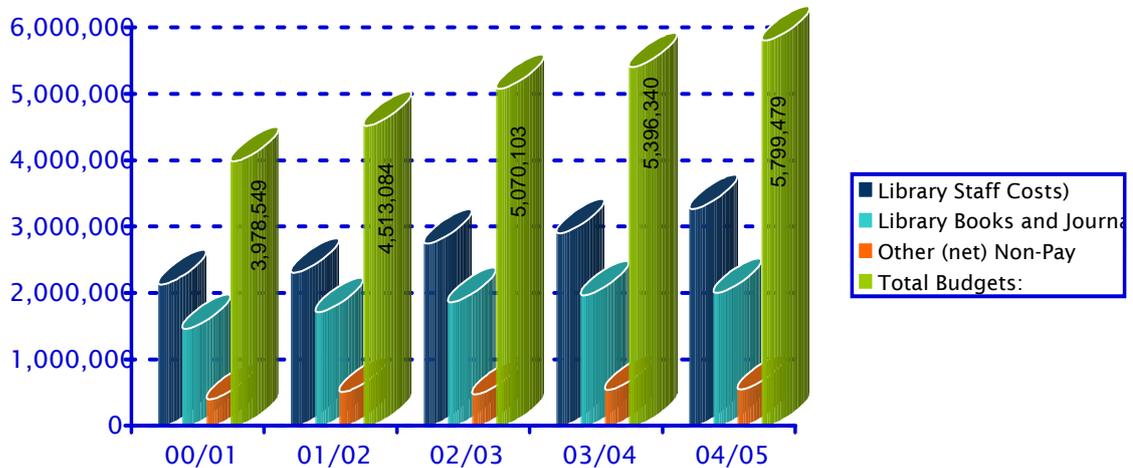
Resources acquired for the Irish Research electronic Library (IReL) funded jointly by HEA and SFI made a huge positive impact on research infrastructures in all of the universities. Based on the success of this project, the IUA Librarians worked on a proposal for similar funding of Humanities and Social Sciences resources, which was submitted in Spring of 2005 - a positive response is anticipated.

Work at national level continues through the CONUL group of librarians, with a lot of effort going into the organisation in February 2005 of a second colloquium of senior library staff to look at future trends and challenges for academic libraries. Recommendations from this meeting formed the basis of a very ambitious work programme for all CONUL member libraries – including, as already mentioned, NUI, Galway co-ordinating the Survey of Researchers.

Finally, having mentioned our progress on full-text electronic resources acquisition, it is good to note the various and valuable bequests and donations of archival material throughout the year balancing and hopefully contributing to research support for Humanities and Social Sciences.

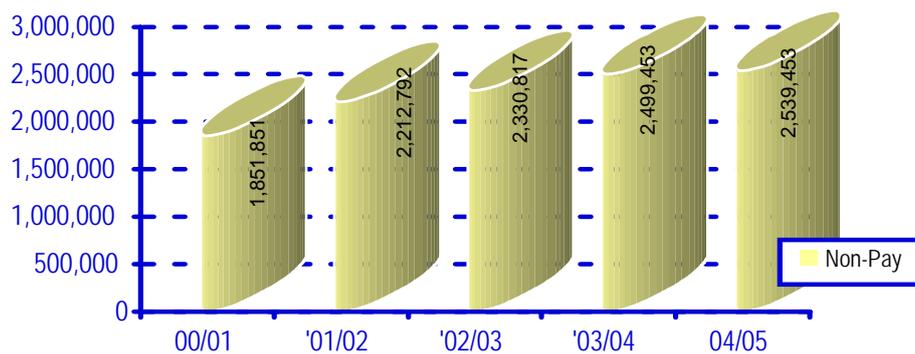
Library Finances

This year the University grant to the Library was €5,799,479– an increase of 7.5% on 03/04 (€5,396,340).



Of this, €3,260,026 was allocated to the pay budget, with €2,539,453 allocated for books, journals and operations. Faculties, particularly the Arts Faculty, continue to support particular acquisitions from departmental funds – this year to the amount of €10,482.

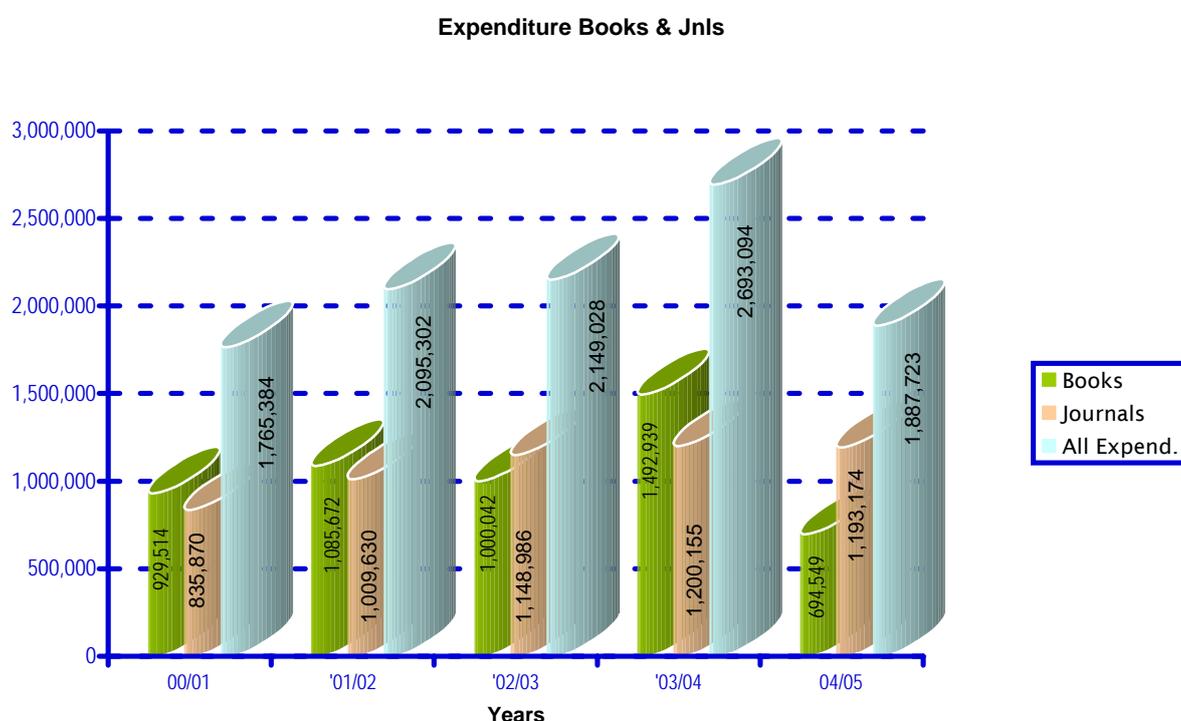
Non-Pay Budgets



Books, Journals and Operations Budgets

Books & Journals: Of the total Library non-pay allocation, €1,996,125 was allocated for the purchase of books and journals, (€1,961,125 in 03/04). Expenditure on journals and subscriptions from the recurrent grant amounted to €1,190,381 or 60% - of which approximately 42% was spent on electronic journal subscriptions. With expenditure on journals funded by Research Centres included, total journals expenditure was **€1,193,174 (€1,200,155 in 03/04** – very slightly adjusted from last year’s report)

With recurrent funds, generous additional funding from departments and faculties, and other transfers, the total available books and non-print media budget was €443,433. Actual spending was €94,549 more detail in the Bibliographic Services section which follows. Total expenditure on books and journals was **€1,887,723**



Operations: €457,487 (net of income) was spent on Main Library operations & services including binding and preservation costs but excluding Inter Library Loans acquisition costs. Income from fines and photocopying makes a substantial contribution to operations and services costs.

Special Research Fund this year the total budget of €13,550 (reduced this year to 1% of the funding distributed by formula) was fully utilised.

Inter Library Loans: The budget (net) - €77,000 was allocated for the Main and Medical Libraries, with expenditure being €78,180.

Library Staffing

Recruitment and other staff changes

Once again, no new appointments, although we were able to fund a contract archivist to commence work on the McGahern Archive in May 2005 and also some short-term contracts for specific cataloguing projects. The retirement of Pauline NicChonaonaigh in September 2005 we have already mentioned – it will be difficult to replace such a wealth of university and library history and most importantly, her good humour and always positive disposition.

Training & Development:

The major development of the year was the participation of Library staff in the University's pilot appraisal scheme for administrative staff. More than forty appraisals were conducted across a range of grades. This represented a major but worthwhile commitment on behalf of all staff and there was much positive feedback from appraisers and appraisees alike. Key advantages were the opportunities to consider job structures, agree future objectives and identify training needs. While some progress has been made in addressing training needs, there may be advantages in a more systematic approach and consideration is being given to the formation of a staff development working group in the Library. The pilot mentoring scheme for new staff has continued, although greater evenness of coverage may be achieved by a more generic induction programme applicable to all new staff.

Staff continued to avail of the range of courses organised locally by the Staff Training and Development Office in Human Resources and nationally by the Academic and National Libraries Training Cooperative (ANLTC). Individual staff also showed great initiative and commitment in attaining qualifications in employment law, archival studies and part of the Microsoft Certified Engineer programme, as well as presenting a poster session at the North American Aleph Users Group in Boston. In-house training, notably on special collections and the Aleph system, conducted by Library staff was much valued, while staff also gave generously of their time in providing work experience for prospective library school students.

Closer to home, the Library hosted a well-attended ANLTC event on Managing Electronic Resources, including presentations by four of our staff (<http://www.anltc.ie/events/97slides.htm>). We were also glad of the opportunity to host an introduction for Irish library customers to Aleph version 16. The upgrading of the Library Training Room to include a SmartBoard and enhanced projection facilities has been a major benefit for local and national training. Efforts are already under way to supplement this facility with a similarly equipped second room.

Bibliographic Services Division

Quality Review

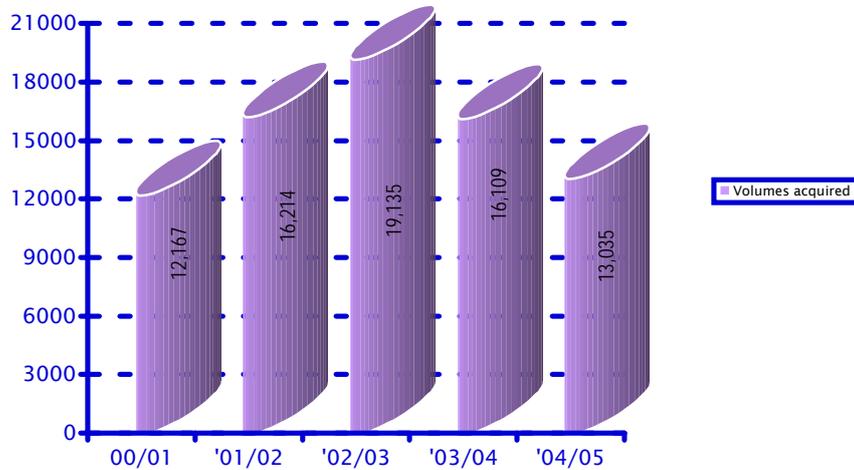
As part of the Library's wider Quality Review process, the Bibliographic Services Division undertook its own review of quality. The Division defined its mission, aims and objectives and carried out a SWOT analysis. This was an excellent opportunity to step back from day-to-day work and consider the purpose and role of the division with the Library and the wider University. Arising from this work, an action plan for the future was prepared.

Collections and Acquisitions

The collection of journal titles available to the staff and students of NUI, Galway changed beyond recognition during the 2004/05 academic year. Science Foundation Ireland and the Higher Education Authority co-funded an initiative entitled IReL (Irish Research Electronic Library), which is managed by the seven University Libraries and which aims to provide Irish researchers in the fields of ICT and Biotechnology with access to the research literature essential to their work. Representatives of the IUA Libraries negotiated deals with the main STM journal publishers, which resulted in access being made available during 2004/05 to 3,700 journal titles online, as well as the main STM abstracting and indexing databases. In our annual report for 2003/04, we reported print journal availability of just over 2,000 titles, as well as 8,700 titles accessible electronically. IReL has thus increased the number of journal titles accessible to our users by more than a third. It has also had a significant affect on the uptake and popularity of e-journals as an alternative to print, as the number of titles available to users electronically now far outweighs those available in print. It is hoped that the IReL project will continue to significantly improve our access to journals beyond the STM area, dependent on a favourable outcome to a proposal on IReL for the Arts and Humanities submitted by the IUA Librarians to the HEA in January 2005.

In terms of more traditional collection building activities, 13,035 monograph volumes were acquired during 2004/05. This represents a decrease of 19% on the previous year (16,109).

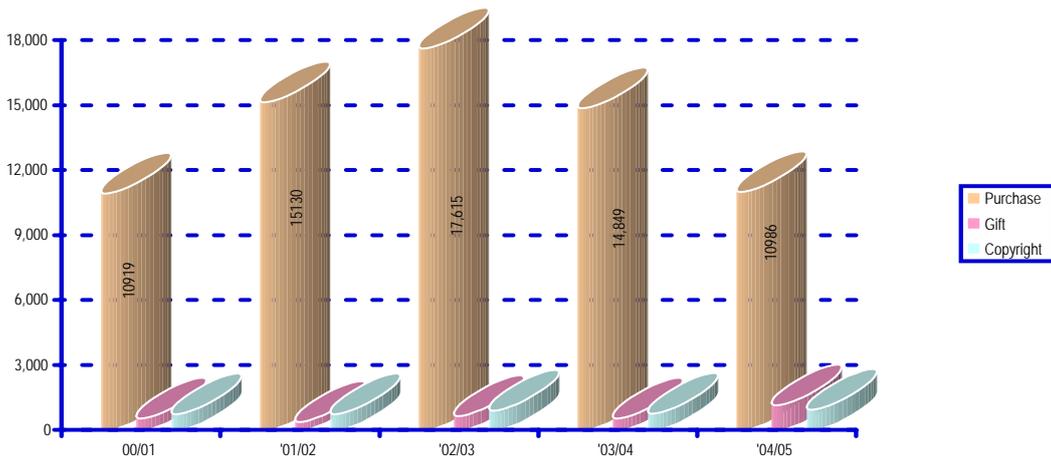
Volumes acquired



Acquisition statistics are down - 10,986 volumes were purchased in 2004/05 - a significant drop in titles *purchased*, (down 26% on 2003/04) despite the fact that acquisition by legal deposit and donation increased.

Donations to the Library during 2004/05 increased following a drop in 2003/04 – with 1,130 volumes donated, a 116% increase on the previous year. The number of titles received under legal deposit also showed an improvement on 2003/04 with 919 volumes received (up 25%).

Summarising acquisitions, 10,986 by purchase, 1,130 gifts, 919 by copyright.



In financial terms, spending on monograph acquisitions dropped by a significant 54% to €694,549 in 2004/05 compared to €1,503,728 in 2003/04. This decrease reflects the lower overall budget available during 2004/05. While, the University allocation for books and journals increased from 2003/04, funds from other sources decreased dramatically. Fund transfers to the Library from Departments, Faculties and other

sources decreased by over €300,000 (a drop of 85%). However, it must be noted that the transfers received in 2003/04 were particularly high, as Departments, Faculties and the Registrar's office contributed to major capital purchases such as the Times Digital Archive and the Eighteenth Century Collection Online. Another factor was a significant drop in the funds transferred from Research Centres to the Library. Spending on behalf of Research Centres amounted to over €80,000 in 2003/04 but only €16,000 in 2004/05. The other big change affecting the budget in 2004/05 compared to previous years was the introduction of GAAP (Generally Accepted Accounting Principles) in 2003/04. While €470,000 of unspent and uncommitted funds was carried into the 2003/04 financial year from the previous financial year, the only funds carried into 2004/05 were those committed to specific purchases. As no further carry-forward was permitted, this historical build-up of funds had to be spent during 2003/04, thus inflating the expenditure in that year. The 2004/05 pattern of spending will continue in future years, as departments are no longer permitted to carry funds forward from year to year.

Journal expenditure in 2004/05 actually showed a decrease of 0.58% over 2003/04. Given the notoriously high inflation in journal pricing, this is of particular note and can be directly attributed to the IReL initiative notwithstanding the requirement to abide by the terms of the IReL agreement – i.e. that the cost of any IReL title (electronic format) which was previously subscribed to by a Library, must continue to be borne by that Library. As such, no direct savings could be made by cancelling electronic resource subscriptions now covered by IReL. However, this commitment did not extend to print subscriptions of titles included electronically in an IReL product. Thus, where academic departments were happy with the online version of a journal title rather than the print, we were able to cancel the print subscription. In total 117 subscriptions were cancelled in this way. In addition to full cancellations, the terms of the deals negotiated with some publishers for IReL products included significantly discounted pricing on print subscriptions. Thus, discounts as high as 75% were available for titles not cancelled. In total, these factors resulted in a saving of €123,000 on journal subscriptions. These funds were used to bolster shrinking book budgets in some departments, while other departments took out new subscriptions to titles not accessible via IReL that had previously been beyond their means. IReL also had an impact on new journal title requests from staff, with many of these now found to be included in current or upcoming IReL deals.

Binding Services

Binding activity continues in-house, with 1,296 volumes bound (slightly down on 2003/04) and 966 repaired (slightly down on 2003/04) during 2004/05. In addition, 1,373 volumes were bound or conserved externally. This is a decrease of 37% on 2003/04, when a major binding project took place, resulting in higher than normal binding activity.

Inter-Library Loans Service

Demand for Inter-Library Loans services continues to drop overall, despite a significant increase in promotion throughout the year. ILL staff were very active in providing training to users (academic staff, undergraduate and postgraduate students) as part of Information Librarians' training sessions. The number of Inter-Library Loans requested in 2004/2005 was 6,282, down 21% on 2003/04. This fall-off in demand for ILL is a pattern that is being seen in libraries throughout the world. As

big-deals, in particular in our case the IReL initiative, provide our users with electronic access to more and more journal titles, the need for inter-library lending is naturally decreasing.

The Secure Electronic Document Delivery (SED) service introduced in Spring 2004 continues to provide users with delivery of requested journal articles and book chapters electronically to their desktop. Some technical difficulties have arisen with the service from time-to-time, but thanks to the perseverance of the ILL staff and the patience of our users, these have always been resolved quickly. The Inter-Library Loans staff continue to promote the online ILL request form, which allows users to not only place requests online but also track their ILL requests both before and after delivery. The popularity of this service grew with the percentage of requests submitted online up from 46% of requests in 2003/04 to 69% of requests in 2004/05.

During 2004/05 the Library commenced its withdrawal from the Irish Health Libraries Inter-Lending Cartel. The Medical Library was a net contributor to this Cartel and significant staff time and resources were being spent supplying other Health Libraries. In many cases, material requested by our own users was not available from other members of the Cartel and so it was felt that it would be more economical (particularly in terms of staff time) to pay the higher prices of normal Inter-Library Loans and to withdraw from the Cartel. The Nursing Library also intends to withdraw from the Cartel but at a later stage. The withdrawal from the Cartel caused a significant drop in the number of Inter-Library Loans supplied by NUI, Galway to other libraries (see below).

Despite the reduced number of items received from Irish Health Libraries via the Cartel, the proportion of ILLs received from Irish Libraries overall increased significantly. This reflects an increased effort to source ILLs from Irish Libraries wherever possible, with the aim of both keeping business in Ireland and achieving better value for money. The British Library costs continue to increase each year, while Irish Libraries' charges remain steady.

Summary of Inter Library Loans Business for 04/05:

	2003-2004	2004-2005	% Change
Number of Items Requested by NUI, Galway	7,906	6282	-21%
Number of Items Received by NUI, Galway	7,155	5750	-20%
Number of Items Supplied by NUI, Galway	1013	333	-67%
% Supplied by Irish Libraries	19%	28%	

5-Year Overview of Inter-Library Loans Activity

NUI, Galway:	00/01	01/02	02/03	03/04	04/05	Change
Requested	9,166	10,627	8620	7,906	6,282	- 31%
Received	8,546	9,842	7,735	7,155	5,750	- 33%
Supplied	1,956	2,078	1,862	1,013	333	- 83%
% Supplied by Irish Libraries	34%	31%	28%	13%	31%	-9%

Individual statistics for each of the Main, Medical and Nursing Libraries are also available.

Cataloguing

11,612 newly acquired titles were fully catalogued during 2004/05 together with a small number of titles retrospectively catalogued. In addition, a major project was undertaken to catalogue our Official Publications collection. Traditionally, this material has been recorded locally and so has not been as easily accessible to users. A four-month project was carried out during Summer 2005 during which 929 Official Publication titles were fully catalogued. This represents government and semi-state publications published from 1985 to date. The total number of catalogued titles thus comes to 12,567. 20,556 volumes were processed and made ready for the shelves, including 2,254 Official Publications.

Reader Services Division

Opening hours and judicious management of space are always top of the Reader Services agenda. For both semesters the Division had to come up with innovative queuing systems to ensure safe access to the Library as examination fever mounted and also to ensure that seats were allocated fairly to those who often queued for up to an hour. Thanks to the Students Union and University Security who supported us so successfully in this - we even came to the favourable attention of the local press in our efforts!

However, before the year ended we were able to announce progress on one front – queues became far less of an issue with the commencement of 08.30 opening and we were delighted to see agreement on additional opening hours throughout the academic year – 7 days a week with full day opening on Saturday and Sunday with effect from September 2005. In order to support these additional opening hours two permanent seasonal Library Stewards and a weekend Library Steward were recruited thereby bringing to nine the number of Library Stewards employed at JHL.

Another success for the Division during the year included the smooth transition at the beginning of the academic year to a new and enhanced photocopying and print facility with no corresponding increase in costs for students. As part of the service enhancements we were able to offer colour copying, and the installation of a large format photocopier facilitated the copying of large maps and drawings.

Circulation Statistics

Circulation activity at each of the Library's three sites showed a small decrease during 2004/2005.

Circulation statistics in summary:

All transactions - 660,281 down 5% - (691,153 in 03/04)

Loans - 303,346 up 1% - (299,931 in 03/04)

Holds - 13,103 – down 1% - (13,242 in 03/04)

However, all transactions are still up by **34%** in the last five-year period.

Last year we had introduced a self-issue machine to the Desk Reserve area. This year another machine was made available in the foyer – take up of this was very slow, with

between on average 2% to a high of 4.5% of loans being self-issues, but it is planned to support and market the service much more actively in the next academic year.

Photocopying Services

In 03/04 for the first time copying substantially declined by 21% with copies registered as: 1,983,329. Slow progress on agreeing a copyright licensing scheme for the universities, with subsequent impact on desk reserve material would have contributed to this. This year however with the introduction of a new service supplier and the installation of more advanced photocopying equipment we registered a record 2,700,765 copies an increase of 36% on the previous year.

Assistive Technology Service

The Assistive Technology Service was heavily used throughout the year as evidenced by usage statistics. The soundproof booths were continually in use and were also used as a venue for nine exams during the first semester examination period to facilitate students requiring access to the Dragon and JAWS software to undertake their examinations. In the course of the second semester examinations five students undertook their exams in the booths.

The service received praise in the local press via an article in the Galway Advertiser detailing how a blind first year student and his guide dog had accessed lectures and services on campus during the academic year – see: http://www.galwayadvertiser.ie/dws/pdf/GA_0912_E1_038.pdf

At a national level the ATS actively contributed to the cooperative TextAccess database in alternative formats (hosted by TCD). The database lists items available in a range of formats at each of the universities. Once the database is complete participating institutions will be able to borrow material in alternative formats.

Due to the increased usage being made of the services by students with disabilities, and in response to users' requests, a number of enhancements were made including:

- Increasing the number of study spaces from 8 to 11
- Increasing the number of PCs
- Enhancing print facilities (including connectivity to colour printer)
- Upgrading of a number of software packages and provision of additional specialist software

Library Archives Service

A change to the opening hours of the Special Collections Reading Room was introduced from the start of Semester 1, greatly enhancing access to the Library's Special Collections and Archival holdings. The SCRR room opened throughout lunchtime on Monday, Tuesday and Wednesday in addition to being open from 09.00-21.00 on Tuesdays. The additional service hours proved very popular with both academic staff and students alike.

Also enhancing access was the ongoing accessioning and box listing by the Library Archivist of the following collections - the Briscoe Papers – a two box collection of programmes relating to theatre in Dublin from 1918-1940, along with 90 additional

boxes of Taibhdhearc na Gaillimhe material received during the course of the year. Four boxes of additional Lyric Theatre/O'Malley Collection material were also accessioned. This new material dating from the 1960s consists of correspondence and material relating to the building of the new theatre in 1968. Other valuable and interesting collections accessioned included; 100 boxes of material mainly relating to an EU funded Eurictus project on which the Dept. of Experimental Medicine collaborated – this from Prof. Sean Lavelle; new Druid material covering the period 1996-2003; Lámhscríbhinní Ruairí Ua Bhrádaigh; papers relating to Siobhan McKenna and additional Joe Burke material consisting mainly of correspondence relating to the booking of venues for the Kilnadeema Ceile Band. Finally a descriptive list for the material donated by the Galway County Club was completed, and work commenced on the processing and scanning of photographic images from the Becker Collection.

On the outreach side most of the Archivist's time was devoted to the production of the catalogue and storyboards that formed part the Druid 30th Anniversary celebrations exhibition. Two issues of the Library's Archives Newsletter were produced which were very well received.

In late May Mr. Fergus Fahy, Archivist, joined the staff of the Special Collections Reading Room on a one-year contract to list the John McGahern Collection, the Shields Family Collection, and the correspondence files of the Lyric Theatre/O'Malley Collection relating to the journal *Threshold*.

Library Special Collections

The Special Collections service worked hard throughout the year to meet the training and research needs of the University staff and student body along with supporting visiting researchers. An increased number of training programmes were offered at undergraduate and postgraduate levels covering both hardcopy and electronic resources. Mid way through the year the Special Collections Librarian began a job sharing arrangement in order to facilitate her work with the Centre for the Study of Human Settlement and Historic Change, on a project to create a database listing of Landed Estates in County Galway

Acquisitions of note included a reprint set of various Calendars of State Papers relating to Ireland in the 16th and 17th centuries, along with Susan Sex's beautifully illustrated work on rare Irish plants entitled *Irish Orchids*. In addition the Library purchased Townshend's *Statistical Survey of County Cork* (1810), and 285 reels of the 1901/1911 Census on microfilm.

Exhibitions and events

The Special Collections and Archives Services mounted a series of exhibitions and displays throughout the year with the aim of highlighting various collections held at the James Hardiman Library. The year under review began with an exhibition to coincide with the 30th anniversary of the official opening of the James Hardiman Library on 7th October 1974. The Christmas season was marked by a seasonally themed exhibition comprising a selection of monograph material relating to Christmas, a rolling PowerPoint on the theme "Christmas in literature" and a display board feature outlining the origins of many of our Christmas traditions. Short exhibitions in the Spring featured the Library's Newspaper Collections in both virtual and hardcopy; an exhibition to coincide with National Work Life Balance Day on

March 1st; the marking of Library Ireland Week with the focus on a different Faculty display each day centering on a number of the Library's Special Collections. To celebrate St. Patrick's Day and to coincide with Seachtain na Gaeilge an exhibition of materials relating to the names of people and places in Ireland generated much interest and in April, a display featuring a selection of fiction titles which have either won or had been short listed for a major literary prize within the past few years, coincided with World Book Day on 23rd April.

During the summer months, events included: the official launch by Dr. Hugh Maguire, Heritage Council, of the Ritchie-Pickow Photographic Database which was followed by an address by Prof. Prof. Dáibhí Ó Cróinín; the handover of Siobhán McKenna material and a public lecture delivered by Professor Maureen Murphy entitled 'The Joan of a Generation: Siobhan McKenna's San Siobhán'; in June the Library was delighted to accept the complete archive of the Galway Echo, an audio newspaper for the visually impaired which ran for 23 years, from the sponsors, the Galway Lions Club. The newspaper had been edited by Des Kenny and produced by Mr. Seán MacIomhar of An Teanglann at NUI, Galway. Of particular importance was the donation by Mr. Ruairí Ó Brádaigh to the Library of important primary unpublished documents in relation to discussions between the Irish Republican leaders and the representatives of the British Government during 1974/75 on the subject of a settlement of the Northern Ireland problem and of Anglo-Irish relations.

The highlight of the summer was the launch by the registrar Prof. Browne in July, of the *Druid in Review* exhibition celebrating the 30th Anniversary of the Druid Theatre, which was followed by an address from Dr. Garry Hynes, Artistic Director and Founder of Druid. It was an exceptionally visual exhibition – beautifully designed and with an excellent and informative accompanying catalogue. The exhibition ran until Wednesday 31st August.

Finally, the year ended with an exhibition to coincide with Heritage Week, and in particular Water Heritage Day on Saturday 10th September, focusing on Galway's water heritage and Lough Corrib.

Grateful thanks to Marie Boran, Evelyn Flanagan (Special Collections Librarians) and Kieran Hoare (Archivist) for the time, effort and thought, which went into planning, compiling and displaying the various exhibitions and events.

Information Services Division

During this period, Information Services strengthened its links with Faculties, with the establishment of Faculty User Fora. We are confident that these will create strong possibilities for the flow of information from the Library on its services and resources and stimulate ideas and discussion between Library and Faculty.

Information Services contributed to the Quality Review process with a number of its staff acting as members of the Quality Steering Group. The division also met to establish its own mission statement, aims and objectives, as part of the process. A key contribution to the quality review was a benchmarking of Information Services with those of the University of Leeds, which both universities found most useful.

Also part of the Quality review, was the review of Medical and Health Information services facilitated by a staff member from Glasgow University Library.

One of the key areas for Information Services is the development of relevant Information Literacy programmes to reflect and meet the needs of the teaching and learning activities of the University. A state of the art electronic classroom has now been created with the upgrading of the Training Room to 14 new workstations. We now have advanced training facilities with Smart Board technology and facilities.

As noted above, the IReL project has meant a number of major new electronic resources available this year. These resources link to thousands of full-text titles and include Blackwell Synergy, Kluwer, IOPP, Web of Knowledge and Springer. It is hoped that these resources will be of considerable benefit to SFI researchers and general science research community. Work continued on the Library's new context-sensitive linking software – SFX from Ex Libris enabling users to seamlessly link to full-text and other resources and also on customising METALib for local use. Information Librarians continued to offer training on use of the context sensitive reference linking software SFX, as part of their Information Literacy courses.

Rónán Kennedy, our e-resources co-ordinator continued his role as administrator of the SFX project, looking at technical areas such as maintenance of the knowledge base, setting up portfolios, matching subscription details and collation of usage statistics.

Medical Library

The year began with the usual almost daily training sessions for individuals and groups with particular demands from postgraduates and new staff. In line with the Main Library, a new photocopier service was introduced and following a few initial teething problems worked well. As noted under the Bibliographic Services section, the long-standing involvement with the Inter Lending Cooperative Scheme finally came to an end. For some time it had been labour intensive with most of the business being on the supply side, with internal demand for material from other libraries decreasing, obviously in line with the much expanded resources available online. Environmentally, it was a particularly bad year for the Medical Library with constant problems and justifiable complaints on heating and ventilation. Towards the end of the year it seems to have been finally sorted out, but will need constant monitoring. The Medical Library underwent a major facelift in June with the replacement of the entire carpeting in the main library, self-teaching area, and the Librarian's office along with the repainting of the walls and the replacement of office furniture. The work was undertaken in two stages thus ensuring continuity of service throughout the period. The Library has also had a very difficult year systems-wise with ongoing access problems, and also problems with hardware. This will have to be a priority in 05/06 for Library systems staff and for Computer Services in terms of quality of service available to the medical and health services community. Almost every year, we have had to comment negatively on the paucity of seating and the fact that it is a constant complaint of review and accreditation groups, although the quality of the service and the courtesy of the library staff receive positive comment.

Nursing Library

The Nursing Library service continued in its new home in Dangan and users reacted very positively to the increased space and vastly improved IT facilities and the electronic classroom. The service is now supporting over 1,000 students in the School of Nursing and Midwifery with new courses in areas midwifery and mental health nursing. Specific training courses were organised for these, as well as subscription to appropriate books and journals to meet the course needs.

Nursing Librarians continued their close liaison with their academic and research community, establishing a very active User Forum and attended Programme Board meetings.

Library Systems Division.

This reporting period saw a very busy year for Library Systems with two new major service additions: SFX and Metalib going into production.

SFX allows the library automatically direct users of remote databases to valuable, related information, often the full text of a journal article to which the library has entitlements by virtue of its subscriptions. Metalib helps users simultaneously search multiple databases without having to learn multiple user interfaces. It also assists users find appropriate databases and find E-Journals to satisfy their query.

These products were both launched and had their first upgrades during the period.

In addition a new dedicated Offcampus proxy server was commissioned. Using locally developed custom scripts this service authenticated to the database of library users on the main library system.

Also during this period, the preparatory work in introducing a completely new and easy to use Offcampus service which requires no user browser setup was completed.

The introduction of VLANS by Computer Services saw the reconfiguration of all Library Systems servers and all staff desktop PC's within the library. The VLANs have resulted in a much more stable and reliable network.

Unique to NUI Galway, the library catalogue was augmented with a locally developed facility to return RSS feeds in response to simple queries. This allows our users conveniently keep up to date with new acquisitions using any RSS reader.

In addition the catalogue was updated with a permalink facility allow users book mark any particular item for later review.

Work commenced on the MARCIt Records service which will greatly enhance the available bibliographic information for e-journals on the library catalogue, with Library of Congress subject headings as well as title, ISSN, eISSN, and other attributes.

Congratulations were due to John Costello in successfully attaining the Microsoft Systems Engineer Qualification.

Environment

The Library benefited throughout the year in review from a number of structural/facilities developments. The Medical Library underwent significant refurbishment, which involved staff in major stock movement in the course of the work, but thanks to the excellent organisation, without any loss of service.

In early July the Library took possession of a much-needed fully networked meetings and presentation room (the former USIT travel office at basement level), while during the same period the Buildings Office undertook a major cleaning programme of the entire Library, which included all shelving and stock.

Finally, remedial ventilation works were undertaken on the western side of the building at Podium level along with the replacement of electrical boards located in the original part of the Library on each floor.

As always we are indebted to the Buildings Office and staff for their support throughout the year.

Health and Safety

The Library's Health and Safety Group, representing all sections of the Library, continued to monitor safety and environmental issues and to promote health and safety awareness amongst Library staff. The Library's Safety Statement was substantially revised and areas of potential risk were identified and dealt with. Ventilation and heating continue to be an area of concern to the group, despite best efforts on the part of the Buildings Office to resolve problems. Library staff were encouraged to attend health and safety training, particularly fire safety and manual handling.

Library Publications:

INform / Nuachtlitir na Leabharlaine –three issues were published this year with contributions from Library staff and faculty. Content was topical and varied with a special focus on Research in the July issue. This year also, in efforts to update readers in a timely fashion, the Library has introduced a companion publication – E-*Inform* to be published as an occasional online bulletin between issues of the printed newsletter and will be emailed to academic and administrative staff. Special thanks as ever to the editors – John Cox, and Hugo Kelly, and to John Costello for the illustrations.

Archives Newsletter – two issues published this year under the editorship of Kieran Hoare, Library Archivist.

Publications / External Papers Presented

Marie Reddan

‘Core skills – employer needs in the learning organisation’ presentation to ANLTC Conference, University of Limerick, November 3rd 2004

“The Library supporting academic strategies” – presentation to Academic Planning Away Day, Athlone January 2005

Memberships / Committee Memberships (External)

Marie Reddan, Librarian

CONUL - Consortium of National & University Libraries – NUI, Galway nominee

CHIU Librarians Committee

Ex Libris - Aleph Directors Group - member

HEAnet – Director - CONUL nominee

HEAnet Higher Education Information Portal Advisory Group (HIPAG) - chair

IRIS - Director (NUI, Galway)

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

Library Association of Ireland – member

MCILIP – Member of the Chartered Institute of Library and Information Professionals

SCONUL - Standing Conference of National and University Libraries – Executive Board member

SCONUL Advisory Committee on Buildings – Executive Board nominee

Library Staff Attendance at Conferences & External Meetings:

- ANLTC 10th Anniversary Conference, UL, 3rd, 4th November 2004
- 4th Annual Networking Conference – HEAnet, Limerick, 11th 12th November, 2004
- SCONUL Autumn Conference, London, November, 2004
- Ex Libris Directors’ Conference, Royal Holloway University, November 2004
- 2nd CONUL Colloquium, Coolbawn, Co. Tipperary 14/15 February, 2005
- Irish Universities’ Information Services Colloquium, Sligo, 2-4 March 2005
- SCONUL Conference, Brighton, April 2005
- Irish National and University Libraries Staff Conference, UCC, June 17/18 2005
- SCONUL Buildings Seminar, Coventry and Open University, June 2005
- April 2004
- Irish National and University Libraries Staff Conference (INULS), April 2004

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