



National University of Ireland, Galway
Ollscoil na hÉireann, Gaillimh

LEABHARLANN
James Hardiman
LIBRARY

inform

*Nuachtlitir na Leabharlainne
James Hardiman Library Newsletter*

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JAMES HARDIMAN LIBRARY

Library Foyer Makeover



Early days at the new Customer Services Desk

As you enter the Library, you will notice that there have been some changes. The Library foyer underwent a major refurbishment over the Summer, with the introduction of a new Customer Services Desk and an office for information staff. Pods have been built to house the Library's self-check machines and catalogue terminals. A new carpet has been laid and new directional signs introduced.

The aim is to create a more 'customer centred' service. Staff at the Customer Services Desk will be the first point of call for all staff and students visiting the Library. They will be there to answer a range of queries, including giving directions, dealing with requests for information, sorting any problems with library accounts, and showing people how to use the Library catalogue. Staff at the desk will refer

requests for more specialised information to Information Librarians and Assistants. There will be an emphasis on training Library users so that they become more self-sufficient.

It was felt that a single information desk was essential. An outside researcher had investigated the way that staff and students looked for information in the Library, and she concluded that there were too many 'touch points' for the user. There was a need to rationalise how the Library handled interactions with its users. Users were not always sure where to go for an answer.

Also, the Library has surveyed undergraduates and researchers several times since 2003. In order to find out how staff and students used the Library, we asked respondents to whom they most commonly directed enquiries. In every

survey, over one third said that they directed their enquiries to nobody. This was a worrying response, so it was intended that the new layout would help Library users to identify where to go for information.

Library users will be directed to use the self-check machines for borrowing, returning and renewing books. This will leave desk staff more time to deal with information queries, and therefore offer a better service to Library users.

Another important aspect of the changes over the Summer has been the creation of an Information Office on the ground floor. Information Librarians and Information Assistants for several subject areas are based in the office, covering Arts, Social Sciences, Celtic Studies, Engineering and Science. Information staff for Law and Business will be based in the office within the Law Library. This gives the opportunity for more interaction between customer services and information staff.



If you haven't already seen the attractive new design, the staff look forward to welcoming you in the not-too-distant future.

*Laurie Greenfield,
Assistant Librarian, Reader Services*

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Construction Boom



Amid the gloom and doom of the construction industry it is certainly exciting to report on two very significant Library building projects. The first of these, the Nursing Library, is immediately obvious and construction work commenced in July. This facility will adjoin the Main Library at the Áras na Gaeilge end of the building and will comprise 600m², with over 100 reader places, group study areas and a range of computing facilities, including a training room and self-check station. Scheduled to open in September 2009, it will enable a welcome integration of nursing students on the main campus following a period of "exile" for the Nursing Library in Dangan since 2004.

A more recent development is the Humanities and Social Sciences Research Library, announced by the President at his address to University staff on 17 June. A very intensive planning phase, coordinated by the Buildings Office and guided by a Customer Focus Group representing a number of stakeholders, is in progress. The priority for this building, currently projected at almost 6000m², is to provide an excellent research environment for humanities and social sciences, including a range of spaces specific to the needs and work patterns of researchers, pervasive technology for digital library use and information skills training, quality space for Special Collections and Archives and easy access to Library staff. The Research Library will adjoin the Main Library on the Newcastle Road side and the aim is to open it in September 2010. Exciting times indeed!

*John Cox,
Acting Librarian*

Acting Librarian



John Cox has been appointed as Acting Librarian, pending the appointment of a University Librarian following Marie Reddan's retirement. John has been Deputy Librarian since 1999 and can be contacted on extension 3712 (externally 091 493712) or at john.cox@nuigalway.ie

SIF Information Literacy Module

As part of the HEA Strategic Innovation Fund (SIF) project to develop generic training modules for PhD students, an Information Literacy module has been developed. The SIF funding is inter-institutional and NUI, Galway is leading this module, with UCC and TCD as partners. Other SIF modules in the graduate studies series include:

- ❖ Commercialisation of Research and Technology Transfer
- ❖ Research Ethics
- ❖ Research Methods in the Life Sciences
- ❖ Statistics and Data Analysis
- ❖ Teaching and Learning Skills

Work on the information literacy module started in 2007 and a fully online version will launch in October for Science, Technology and Medicine researchers. There are plans to extend to Humanities researchers in 2009. Researchers will be able to dip into the online version as they wish, but will also be assessed and ECTS-credited for participation in a taught face-to-face version. We will be working closely with the Dean of Graduate Studies and other post-graduate co-ordinators on these aspects

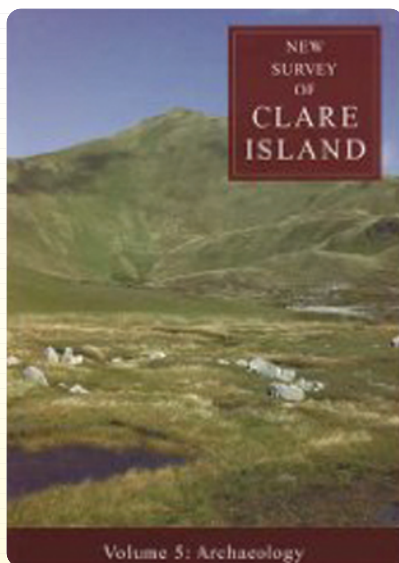
The information literacy module can be integrated in e-learning systems and uses a range of media. It will have measurable learning outcomes and be capable of localisation. Eventually, it will be possible to customise the module for different disciplines and extend it to other institutions. There are seven units as follows:

- ❖ Information Literacy and Your Research
- ❖ Research Resource Discovery
- ❖ Evaluating Research Resource Results
- ❖ Tracking Down Results and Keeping up-to-date
- ❖ Managing your Information
- ❖ Ethics in Using Information
- ❖ Publishing and Disseminating Research

We will fully assess the first face-to-face teaching of this module. We hope next year to extend further in terms of suitability for different disciplines and develop extra content such as writing skills. We hope you will find the module of great support for your research endeavours and look forward to your feedback.

Niall McSweeney Head of Information Services

Where Have the Archaeology Books Gone?



Are you struggled in the past to find Archaeology material with strange shelf numbers like 571:613.2 or 571(119.7)500-011?

The good news is that during the summer, Library staff have undertaken a project to convert these strange numbers (officially called the Universal Decimal Classification system) to the easier to use Dewey Decimal Classification system employed throughout the Library.

The Archaeology books are therefore now to be found near the history, early civilisation and classics books at shelf numbers between 931 and 939 towards the back of Floor One.

Please check the Library Catalogue for the exact location of the book you want.

Open Access: recent developments in Ireland

This newsletter has featured the open access movement on a number of occasions, firstly in September 2001, almost 20 issues ago. This movement had advocated that research publications should be accessible free of charge, a major challenge to the then prevailing *status quo* which placed publishers, and their subscription costs, at the centre of article dissemination.

Things have moved on substantially and many authors now deposit freely accessible versions of research articles in institutional repositories or via other channels.

Research funders in Ireland have added further momentum in recent times by drafting open access policies. In May the Irish Research Council for Science, Engineering and Technology (IRCSET) led the way by publishing its policy document, mandating that its funded researchers must make publications openly accessible within six months, ideally via a local institutional repository. The open access community greeted this document enthusiastically, with one of its leading figures, Professor Peter Suber, noting that "This may be the best funder mandate anywhere" (<http://tinyurl.com/54a6j5>). Since then Science Foundation Ireland (SFI) and HEA have drafted open access policies to which NUI Galway contributed comments during their consultation phase earlier in the summer. SFI is currently evaluating responses received but the HEA policy, closely in parallel with IRCSET's, is now in force following what it describes as a very supportive public consultation process (<http://www.heai.ie/en/node/1154>).

These developments are very welcome as the Library continues to work with the Research Office and other partners, locally and beyond, to bring the University's repository into operation.

New E-Resources

Scopus

Scopus is a major abstract and citation database of research literature and quality web sources in science, technology, medicine and social sciences. It indexes 15,000 peer-reviewed journals, 33 million abstracts, and 22 million patent records. It supplements *Web of Knowledge* as a way of tracking citations to individual papers and is a key source of data used for university research rankings.

New York Times Archive 1851 - Present

The Library now offers access to the complete back file of *The New York Times* with over 13 million articles in all.

Primal Pictures



Derived from real human data, this range of software provides over 5,000 3D anatomical structures, clinical slides, dissections and animations, offering a uniquely accurate and detailed representation of the body. It is derived from genuine medical scan data that has been interpreted by a team of anatomists and then translated into three-dimensional images by an expert team of graphics specialists. The anatomy visuals are accompanied by three-dimensional animations that demonstrate function, biomechanics and surgical procedures. There are also clinical videos and text written by leading medical specialists.

Science Direct Back Files

The Library has recently acquired *Science Direct* back files in economics, econometrics and finance. The top titles include the *Journal of Financial Economics*, *Journal of Monetary Economics*, *Economics Letters*, *Journal of Econometrics*, *European Economic Review* and the *Journal of International Economics*.

Sonia Freaney
Assistant Librarian, Cataloguing

Customer Services Team



The Customer Services team is pictured at the helm of the new Customer Services Desk. Staff from the circulation and information desks have been brought together to form the team.

The aim is to create a 'first stop' desk for all information requests, including queries about people's library accounts, help in using the catalogue, advice on electronic resources, and referral to Information Librarians for more specialised help.

Staff and students wishing to borrow or return books will be directed to use the self-check machines, but help will always be there when needed.

As well as working behind the desk, Customer Services staff will also be available on all three floors of the Library to provide help to users.

In Brief

Past Exam Papers

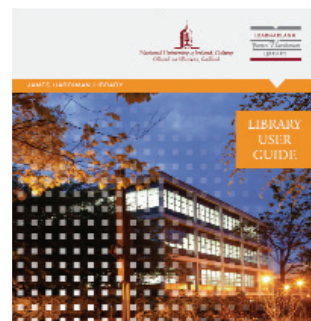
Please note that there are two places to look for online access to past exam papers. A recently created database from the MIS department (<http://www.nuigalway.ie/exampapers/>) contains papers from the 2007/08 academic year onwards. Papers for the previous four years are accessible through the database maintained by the Library (http://www.library.nuigalway.ie/services/exam_papers/). Staff at the Customer Services Desk will be happy to assist with any queries in searching either database.

Science Direct

Negotiations are in progress with Elsevier to continue access to the *Science Direct* service beyond the end of 2008 when the current national deal expires. While a successful outcome is hoped for, this is by no means certain, as Elsevier is currently proposing a high increase which may be beyond the resources of the Irish university libraries. Watch this space for developments.

Library Guide

This semester has seen the launch of a new Library guide. We have tried to provide a welcoming, comprehensive guide to the Library and its services. It covers the essential aspects of using the Library and its resources effectively, and it should be a useful reference for Library users at all levels.



The guide is the first Library publication to be published under the auspices of a new Library template. The aim is to produce a range of attractive and modern-looking publications that present a positive image of the Library, and that contain information of value to Library users.

The guide is also available as Gaelge. Please contact the Library Customer Services Desk to request your English or Irish version.

Information Services Team



Members of the Information Services team pose in front of the new Information Office on the ground floor of the Library. As part of recent Library restructuring, Information Services has divided itself into two broad strands: teaching and learning support and research support.

Staff in the new office will be supporting three of the University Colleges: Arts, Social Sciences and Celtic Studies; Engineering and Informatics; and Science. The College of Business, Public Policy and Law will be supported by Information Librarians and an Information Assistant located in the Law Library office.

The Research Support Librarian for Science, Technology and Medicine will soon be joined by a Research Support Librarian for the Humanities. In the near future, they will be operating from the existing information office on floor one of the Library.

Information Services staff help with specialised subject enquiries and offer a range of information skills training.

The books ARE on the shelves!!

Have you struggled in the past to find a book that the Library catalogue says is on the shelf, but is in fact nowhere to be seen?

We have undertaken a large scale stocktake of Floor 1: checking the books on the shelf against what the catalogue says should be on the shelf. Mis-shelved books have now been correctly located and books that are genuinely missing are flagged on the catalogue as 'Missing'.

Next Summer we will do the same on Floor 2 and in the 800s area of Floor 1. In the meantime, if you are aware of a problem on the catalogue please do bring it to the attention of Library Staff at the Customer Services Desk. The books ARE on the shelves!!

Strategic Plan Launch



University President Dr. Jim Browne pictured with members of the Library's Working Group on Quality at the launch of the Library's Strategic Plan on Thursday 17th July

In July our President, Dr. Jim Browne, launched the Library's Strategic Plan, 2007-2010 (<http://tinyurl.com/55kkam>). This document is a key output from the Quality Review of the Library in late 2005. It reflects priorities identified in that review and outlines objectives and key initiatives to date which are incorporated under eight headings. These include access to information, user-centred services, information skills and collaboration. The document, authored by the Library's Quality Group, provides a roadmap to prioritise service development within the overarching vision of the Library as the cultural and knowledge centre of the University.

2006 Student Survey Actions: progress report

- ❖ Extension to incorporate the Nursing Library is well underway
- ❖ The Library foyer has been extended and refurbished
- ❖ A new Humanities and Social Sciences Research Library is at an advanced stage of planning
- ❖ The Library now has excellent wireless reception on all three floors and the Ground Floor study area now has extra power sockets to facilitate wireless users.
- ❖ Extended Library opening in Summer
- ❖ Three group study rooms on floor two which can be booked at Customer Services Desk
- ❖ Library now has a Marketing and Communications Group to promote awareness of services and resources
- ❖ New Customer Services Desk and Information Services Office on Ground Floor
- ❖ Better signage throughout the library
- ❖ More self check machines available with Library staff providing ongoing training on how to use them
- ❖ Library provides training through LARK (Library and Research Knowhow)
- ❖ Library tours and catalogue training are available throughout term including evenings
- ❖ Some course modules now have library information skills integrated as part of course

*Sonia Freaney
Assistant Librarian, Cataloguing*

Librarians, Laptops & Lollipops

There was a great buzz in the newly refurbished Library foyer over two days of orientation on the 23 and 24 September. The aim of our 'drop in' style orientation was to engage with students, welcome them to the heart of the campus and familiarise them with the Library building, services and staff. As well as free lollipops to entice students they were encouraged to participate in a prize draw for the following prizes:

- ❖ two laptops sponsored by Interleaf and Lenovo,
- ❖ 300 Travel voucher sponsored by FCM travel
- ❖ i-pod Nano sponsored by Galmac.

To enter, students answered some library-related questions which motivated them to chat with staff and see what the Library has to offer to make third level life easier. Over 2,000 orientation packs, containing the new Library User Guide and the LARK training programme, were distributed. As one Human Rights student pointed out, "I learned a lot in the ten minutes I was there, in a stress-free environment. The draw was a great incentive to learn about what the library has on offer. It's also good to know the face and the name of the person who can help me with any queries I have in the future."

Aoife Harrington, Administrative Assistant



Students meet their Information Librarians during Orientation

Farewell to Marie



Marie Reddan, pictured at her retirement function with the Library's Senior Management Team; l-r Ann Mitchell, Niall McSweeney, Marie Reddan, Peter Corrigan, John Cox, Monica Crump

A large gathering of past and present Library staff assembled in Moffetts on 18 July for a reception to mark the retirement of Marie Reddan, Librarian since 1991. This was a great occasion, although one of mixed emotions, as we celebrated Marie's achievements but also said our goodbyes. The President, Registrar and Deputy President, and Deputy Librarian led the tributes to Marie whose parting comments were, as ever, eloquent and generous.

There is no aspect of the Library service whose development has not been hugely influenced by Marie's expertise and vision. Her leadership transformed the Library, massively expanding access to information in all formats, whether one highlights IReL online or the McGahern archive in print.

Marie set the highest standard and prioritised customer service, driving us all to achieve more while also providing reassurance through expert judgement at a time of seismic change in the global information environment. She has been synonymous with the James Hardiman Library and enhanced its reputation within the University and well beyond through many committees, presentations and other initiatives.

We wish Marie a very happy and fulfilling retirement, with lots of well-earned time for leisure interests, and look forward to seeing her on many future occasions.



Staff of the Librarian's office, past and present; l-r Pauline Nic Chonaonaigh, Michelle Latimer, Aoife Harrington; Marie Reddan, Rioghna Moggan, Mary Casey.

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