library report

Library

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**Henley Business School, Library Working Group, Autumn Term 2017**

## Library refurbishment update

The library refurbishment continues, and while all books are still accessible in the library, there will be considerable noise in the building during the course of the term. The study spaces and services moved to URS in April, and will continue to be located in this building for the duration of the 2017/18 academic year. The Library Building will open 09:00-22:00 seven days per week during term time. URS will be open 24/6+ during term time (closed Saturday nights).  
  
Study space relocation to the URS Building

In April 2017, much of the study furniture from the Library was relocated to the URS Building, along with the Library Information Desk, Study Advice and Maths Support, the Course Collection, the IT Service Desk and Café Libro.

By moving study space to URS, we can provide a quieter environment for study, enquiries and support. The URS is also less disrupted by the noise or dust of the building project, while still being close enough to borrow and use Library materials. These arrangements will be in place until August 2018, when study space and other facilities are currently planned to move back into the Library.

### What’s changing?

A decision has been taken to open the URS large lecture theatre for teaching in the 2017/18 academic year. While this is a positive step for the provision of extra teaching space, fire restrictions mean that the number of term-time study spaces available in the URS building will be reduced from around 800 to around 600 (fire safety rules cap the total number of people allowed in the building at any one time). We will work to re-instate the study spaces during the Christmas and Easter vacations, and in the summer term for the exam period. Café Libro will remain open as usual.

Naturally, we will closely monitor the usage of the URS study spaces and the alternative study spaces provided across our campuses (see below for more information) to ensure all spaces are accessible, available and well-used. Feedback on these spaces is very much welcome as it will help us to plan study space availability in the future.

### Alternative study spaces

Despite the changes within URS, we still have over 1,500 study spaces available across our Whiteknights and London Road campuses.

We have provided some helpful resources to make it easier for students to find a suitable space to study. These include;

* the [Free Room Finder](http://www.reading.ac.uk/free-room-finder/), showing rooms available for immediate use;
* the [list of alternative space](http://www.reading.ac.uk/web/files/staffportal/Alternative-Study-Spaces.pdf), highlighting spaces across Whiteknights and London Road campuses, updated for each term;
* the [live list of available PCs](http://www.reading.ac.uk/internal/student/academic-support/stdserv-pc-facilities.aspx), giving information in real time on PCs across campus;
* RUSU’s [The Study](https://www.rusu.co.uk/intheunion/services/thestudy/) and [The Study@TOB2](http://www.reading.ac.uk/web/files/staffportal/Study@TOB2-rules.pdf), offering study spaces to all campus card holders and
* rooms which can also be booked through the University’s [Central Room Booking](https://www.reading.ac.uk/internal/crbt/crbt-roombookings/crbt-room_bookings.aspx) service.

All of these resources can easily be found through the [Library refurbishment project page](http://www.reading.ac.uk/library/about-us/lib-news-refurbishment.aspx).

### Library project: progress to date

We have made good progress since work started last summer. In summary;

* all floors have been prepared for works to be carried out – you will notice that several areas have been sectioned off for work, especially on the Ground and First floors;
* work to improve the exterior of the Library is well under way and internal weatherproofing is largely complete;
* work is underway for the creation of a brand new café; and
* we are nearing the end of the **demolition of a staircase** on the right-hand side of the building – a major phase of work that makes room for new, bigger lifts and a replacement staircase.

We are taking measures to reduce the risk of noise wherever possible. But as this is a live construction project, noise will be unavoidable from time to time.

Full details of the refurbishment, including FAQ, project summary, latest news and study space links, are available on our dedicated project website: [reading.ac.uk/library/refurb](http://www.reading.ac.uk/library/refurb).

## Systems & User Services

During the Summer Vacation we successfully upgraded Enterprise, the Library’s online catalogue, to the newest version. Upgrading to the newest version provided by the suppliers enables us to continue providing a secure and robust system for users.

We are pleased to report that we have been able to maintain service levels throughout the move of Course Collection and main Information Desk to the URS Building. We are confident that this will continue throughout our occupation of URS. Whilst we have been concentrating on provision of existing services we have found time to make small enhancements. We have been looking at ways of employing UX techniques to understand how people use our services. We observed the use of the Course Collection with a behaviour mapping exercise which has provided a wealth of data we are still analysing. An obvious pain point we spotted was a lack of understanding of the Hold Shelf and the items on it. A new flow-diagram poster providing information on how to find items has been created and we’ve changed the status label for On Hold items on Enterprise to be more descriptive. It now says “On Hold Shelf – reserved, requester notified”.

### ‘Can’t get the item you need?’ Library / RUSU initiative

Working with the RUSU Education Officer has alerted us to the fact that students are not always aware of all the services available to them when they are struggling to find the right resources for their work. In view of this we have worked with Ed to produce a new web page bringing together all the options in one place. The new page is entitled “Can’t get the item you need?” and is linked directly from the Library home page and from every screen on Enterprise: <http://www.reading.ac.uk/library/contact/lib-getting-items.aspx>

## Study Advice

### Study Smart: online course for new undergraduates

The Study Smart course launched on 29 August 2017, with an email invitation sent to all new undergraduates based on Reading campuses. Three staff taster sessions over the summer were well-attended, and provided much appreciated feedback and suggestions for additions.

Enrolment so far on the course has been strong with over 2500 students enrolling before the start of Welcome Week, and over 950 students completing the course to date (4th October). Feedback from completing students has been excellent. Enrolment has been extended to the 12th November and there will be further encouragements to complete the course in Week 6. Students will retain access to the course throughout their first year and will be able to revisit the information as it becomes more relevant to them.

Students who have not yet enrolled should be directed to look back through their emails for the direct link to this invitation-only course (or see reading.ac.uk/study-smart). There have been issues for a few students with gaining access to the course. Please ask them to contact us at [studysmart@reading.ac.uk](mailto:studysmart@reading.ac.uk) if they have problems with this.

Staff can find out more about the course and access some of the content in our Study Smart Tutor Guide at <http://libguides.reading.ac.uk/studysmart>

### Annual figures for 2016-17

We are currently compiling our annual report with figures for the use of our services including one-to-one sessions, drop-in quick queries, and teaching, both within modules and centrally. Early indications are that while the number of students seen for one-to-one sessions is similar to previous years, taught sessions within subject modules have increased significantly again (+13% on 2015-16) continuing the rising trend of recent years. The report will be circulated to DTLs and other key teaching figures in the near future.

## Collections

### E-resource access costs for partnership students

Students studying on- or off-Campus as part of a partnership or collaborative arrangement are not automatically eligible to access University e-resources. If access to resources will be required, please get in touch with your Liaison Librarian at the earliest opportunity so that investigations can begin to determine whether additional costs will be incurred for your students. The Library will need to know what resources are required and information about the programme, partner, and students. We can supply a detailed list of questions, the answers to which will form the basis of our enquiries with suppliers.

### New e-resources

Over the course of the summer we have acquired the following new e-resources:

**International Herald Tribune Historical Archive 1887-2013**An online, fully searchable facsimile, the *International Herald Tribune Historical Archive 1887-2013*delivers the full run of this internationally focused daily paper, from its first issue through to 2013. Articles, advertisements, and market listings are included—shown both individually and in the context of the full page and issue of the day.

**Telegraph Historical Archive 1855-2000**Fully-searchable digital archive. Researchers and students can full-text search across 1 million pages of the newspaper's backfile from its first issue to the end of 2000, including issues of the *Sunday Telegraph*from 1961.

**Oxford Handbooks Online**Additional updates to the collections covering: History 2017; Linguistics 2016 & 2017; Literature - 2017; Political Science - 2016

**Routledge Handbooks Online**Archaeology & Classics, 2014 and 2016 collections, plus select titles across a range of subject areas

**Routledge Historical Resources**: **History of Feminism  
C**overs the subject of feminism over the long nineteenth century (1776–1928). It contains an extensive range of primary and secondary resources, including full books, selected chapters, and journal articles, as well as new thematic essays, and subject introductions on its structural themes (Politics & Law, Religion & Belief, Education, Literature & Writings, Women at home, Society & Culture, Empire, Movements & Ideologies)

**Wiley journal backfile**Additional subject journal backfile: Politics

## Reading Lists

**Issues around linking 2017-18 reading lists to Blackboard**

The Blackboard upgrade at the beginning of August introduced a bug which broke links on Blackboard course menus to Talis Aspire reading lists. Initially Blackboard seemed optimistic that they would have a resolution for this problem before the start of term. However, to date, no solution has been forthcoming. The TEL Team are pursuing this with Blackboard as a matter of urgency, and Reading is one of a number of UK HEIs affected by this issue.

There is a workaround in place to allow students to access their module reading list from Blackboard and this has been widely communicated via the ‘bb-users’ email list and the TEL blog: <http://blogs.reading.ac.uk/tel/2017/09/22/talis-links-in-blackboard-an-update/>

**Module convenors / list owners should not postpone the publication of their Autumn term 2017/18 full session reading lists until the Blackboard issue has been fixed.**

**To eliminate potential confusion to students, the TEL team have requested that Blackboard temporarily hide the ‘Reading Lists’ course menu link affected by this bug. Tutors will need to embed links to single module reading lists in their Blackboard course content until this issue has been resolved.**

Please note that the problem affects Blackboard courses where there is a single module reading list, with a link from the Blackboard course menu. If a Blackboard course has [*multiple reading lists*](http://libguides.reading.ac.uk/reading-lists/staff/blackboard#s-lib-ctab-10844671-1), or module convenors have created links from Blackboard to [*specific sections*](http://libguides.reading.ac.uk/reading-lists/staff/blackboard#s-lib-ctab-10844671-2) of a Talis list, these links will be inside a Blackboard content area, and should not be affected by the Blackboard bug.

Academic staff should continue to update reading lists for the 2017/18 session, and remember to publish all lists that are still in draft. Until published, a list can’t be seen by your students. For further information please contact your Liaison Librarian.

**Getting help with Reading Lists**Online guides for staff and students are available at: <http://libguides.reading.ac.uk/reading-lists>. For further information, please contact your subject Liaison Librarian.

## Training offered to students

### Welcome Week and Week 1

Our 'Finding Your Way' sessions introduce new students to the Library and ran in Welcome Week and Week 1 of the Autumn Term. For 2017, these sessions comprised a tour of the Library and URS Buildings, a book finding exercise, and, a demo of our self-service points. A maximum of 12 places were available for each session, bookable by students via RISIS.

90 sessions were scheduled, involving 35 members of Library staff. An additional 2 sessions were organised for new research postgraduate students. In total, 736 students attended these sessions.

Library staff and the Study Advice Team also had stands in the Marquee for the 'Academic success and module selection day' to promote our services and answer any enquiries from new students.

A team of Library staff also provided roving help on the Ground Floor of the URS Building (during Welcome Week) and the Ground Floor of the Library (weeks 1-3) welcoming new students and answering questions.

***Report submitted by:   
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