

University of Glasgow

**Senate Meeting
February 2021**

Library Annual Report 2019-2020

**Susan Ashworth, Executive Director, Information Services & University Librarian
Martina McChrystal, Director of Library Services**

Paper for Discussion

Brief Description of the Paper

Report on the Library's activity for 2019-2020

Action Requested None

Recommended Person/s responsible for taking the action(s) forward N/A

Resource Implications (where appropriate) None

Timescale for Implementation (where appropriate) None

Sensitivity Implications (where appropriate) None

Equality Implications (where appropriate) None

INFORMATION SERVICES

LIBRARY ANNUAL REPORT 2019-2020

Susan Ashworth

Executive Director, Information Services & University Librarian

Martina McChrystal

Director of Library Services

Context and Background

This report reflects the work of two areas, Library Services and Business Relationship Management, as part of the Executive Directorate of Information Services. The report will reference activity during Autumn Semester 2019, with the focus of the report on activity, initiatives, and innovation to support the University's response to the Covid-19 global pandemic.

The fast-moving and changing environment produced by the COVID-19 pandemic required an agile and creative response from teams across Information Services. This included supporting the creation of the online assessment processes and platforms, providing laptops to staff and students who did not have access to devices, and sourcing electronic content to support learning & teaching and research.

Library staff ensured that virtual services to the University community were as seamless and responsive as possible. Library Services were able to successfully move key services online due to ongoing investment in e-resources, the development of Reach Out and the UofG Helpdesk, and the adaptability, expertise and commitment of staff to delivering excellent services to support the University community.

Library teams supported online learning, teaching and research throughout the lockdown period, and extensively prepared models of delivery throughout the Scottish Government's Routemap for coming out of lockdown, and for subsequent levels of restrictions.

A lot of work has gone into successfully and safely reopening and adapting our physical spaces throughout various levels of restrictions, whilst maintaining responsive and extended virtual services. Information Services teams worked in close partnership with

University colleagues to ensure spaces were compliant with all Scottish Government guidance. Diversifying ways of service delivery have also led to innovative models of delivery.

Developments-Semester 1 & 2 September 2019-February 2020

The Library's unique and distinctive collections offer wide-ranging opportunities to students, academic staff and external users for research and discovery. We continue to take in new collections and to find new ways of exploiting the immensely valuable collections that we hold.

Archives & Special Collections (ASC) Conservation and Preservation Strategy 2019-2024 was implemented with the aims of supporting increased engagement with our heritage collections, enriching the student experience, and contributing to the University's international profile. This strategy enables ASC to maximise access to our outstanding and internationally significant heritage collections, while minimising the impact of that access, so preserving them for generations to come. With one of the strands of this strategy focused on improving the environmental conditions of our spaces, work continued across the year on implementing the recommendations of Passive Haus specialists Architype in our Thurso Street space.

Significant milestones were achieved in Archives & Special Collection's long-term programme to improve the management of and access to our collections metadata. Over the course of the year 150,000 descriptions of University Archive, Scottish Theatre Archive and Scottish Business Archive collections were imported to our collections management system, EMu. In December 2019, the University Collections online discovery service launched, enabling cross-searching of ASC and Hunterian collections for the first time. We are looking forward to continuing to work with our Hunterian and Information Services colleagues to further improve our online discovery tools, and to completing the import of our rare book collections data into EMu.

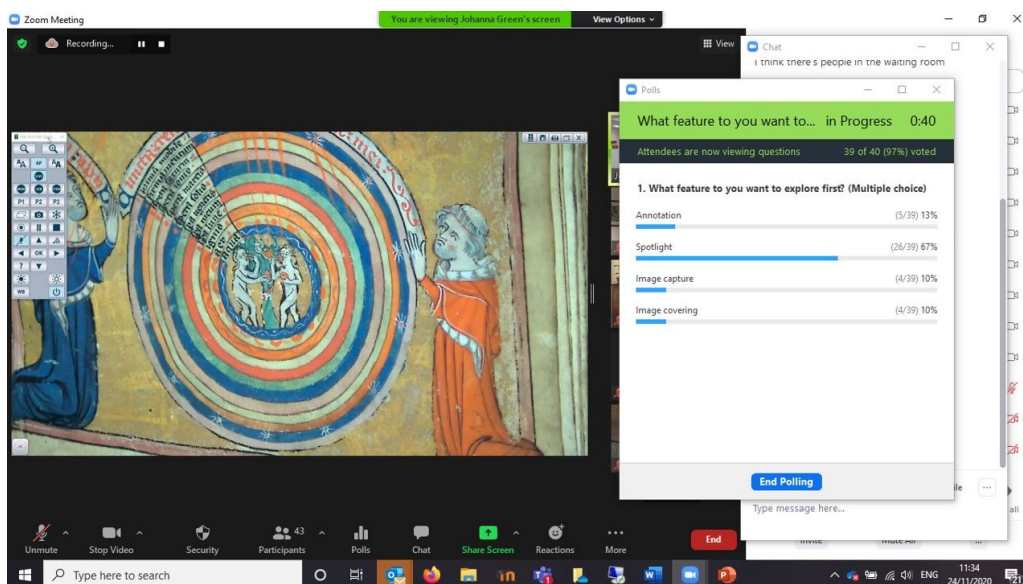
In its second year, the Library's Visiting Research Fellows Programme saw a wide range of exciting applications. Supported by the Library, the William Lind Foundation, and the Friends of Glasgow University Library, thirteen Visiting Research Fellows were appointed. We have extended the programme to facilitate visits to the collections when we are able to do so.

Maximising the value of our collections

COVID-19 has been a catalyst for innovation in terms of academic engagement with the Library's archival and special collections material. Building on existing, successful pre-pandemic partnerships, the Archives and Special Collections (ASC) team, in conjunction with IT and academic colleagues, reviewed and redesigned services in support of collections-based research and teaching.

Virtual Reading Room: this involved the repackaging of existing and new service elements. Staff have been providing a Scan and Send/Digitise on Demand service to researchers. Virtual research consultations are also available with staff and object in hand: making use of visualisers, and offering instant screen capture, these consultations have been extremely popular.

Virtual Collections Classroom: Over the summer, a ceiling-mounted visualiser, with ECHO360 recording, was installed in the Level 12 Seminar Room to enable teaching to be pre-recorded or delivered live to students. This has had a transformational effect on teaching practice; the ceiling-hung camera provides an over-the-shoulder, vicarious handling experience. The ability to zoom in at high resolution permits detailed examination of materials and materiality. It provides an equitable viewing experience for all participants and delivers on the University's Accessible & Inclusive Learning Policy goals. In Semester 1, collections-based teaching has been delivered at Levels 1, 3, 4 & 5, with classes of up to 200 students, thereby expanding teaching with the collections beyond traditional PGT and PGR audience.



Screenshot- Information Studies visualiser session

The success to date has led to similar equipment and technology being invested in by The Hunterian in the teaching spaces at Kelvin Hall, as well as interest from across the research library sector. Although these services were designed to address immediate service needs, the success of many of them means that it is expected they will continue as part of the Library's long-term, blended service offering.

Collections Engagement

Edwin Morgan Centenary

Monday 27th April 2020 saw the centenary of the birth of Edwin Morgan, University of Glasgow graduate, lecturer, and Scotland's first poet laureate. The Library, which holds Morgan's rich collection of papers, has been part of a University-led group which was planning a series of events to mark this centenary, from a major conference to an exhibition in the Library building. Although many of these have been postponed for a year, the focus shifted to delivery of online content: #edwinmorgan100 was trending on Twitter with @UofGlasgowASC @UofGArts @UofGlasgow @uofglibrary and @hunterian contributing to a lively exchange of images, memories, and new content. Top tweets from @UofGlasgowASC had over 38K impressions and over 1K engagements. An online exhibition featuring the collection was also produced with colleagues in the College of Arts. www.gla.ac.uk/subjects/scottishliterature/edwin-morgan-100/

Call and Response: The University of Glasgow and Slavery

In August 2019, the University signed a Memorandum of Understanding with the University of the West Indies, following the publication of the report, 'Slavery, Abolition and the University of Glasgow'. To compliment this event, the Library, in conjunction with colleagues in the College of Arts and The Hunterian, curated an exhibition in the Chapel which ran until early Spring 2020. An online version of the exhibition, hosted on the website of the Beniba Centre for Slavery Studies, has had over 3,000 interactions during the course of 2020. <https://www.gla.ac.uk/research/az/slavery/callandresponse/>

Collecting and Preserving COVID-19 response

Archives & Special Collections continued to develop its collections, securing them as future research resources for our user communities. Through a subscription to JISC's Preservation Plus service capacity is being built in the management of born-digital collections. The most significant accession in the period 2019/20 is the University's born-digital records documenting its response to the Covid-19 pandemic and the shift to working and learning from home.

Activity in this space has included capturing the University's:

- website, particularly the Glasgow Anywhere portal
- social media output, such as #QuaranTeamUofG stories
- email communications to staff and students
- online events, such as Offer Holders' Day and public engagement programmes
- guidance and procedures around the delivery of the exam cycle through Moodle

The Archives and Special Collections team will work with colleagues to capture other activities across campus, such as the Covid-19 Testing Centre, Covid-19 research projects, as well as the support and guidance issued by the Colleges, Schools and Professional Services. They will also work with research groups, such as the Medical Humanities

Research Network, to map out the resources required for research projects focused on Covid-19 and identify efficient methods of preservation and access.

Supporting the student experience and improving service delivery

Whilst Library physical spaces were closed during lockdown in March 2020, the Reach Out and College Library Support Team (CLST) teams focused on delivering virtual support to staff and students while working at home. CLST produced a range of induction and training videos for Schools which were used across the University, and they have continued to offer virtual consultations on information skills and subject searches into this year. To date, their pre-recorded sessions have been used upwards of 30 times by Schools at specific course level. They also delivered 94 virtual one-to-ones and eight live induction sessions.

Library Services staff offered Reach Out support via UofG Helpdesk, answering enquiries and helping students and staff find the right electronic resources, which was particularly important during exam periods. Since 23rd March, Library Services have handled 8416 enquiries through UofG Helpdesk.

Laptop loans

Digital access was a key part of Information Services' offer to students. The End User Computing Team repurposed student laptop loan machines for distribution to students, to help them complete coursework and sit exams. This was augmented by the purchase of additional devices. This project involved working across IT Services and with Colleges and Schools to prepare devices and to develop a process to ensure laptops went to the students with the greatest need.

24/7 Help and Support

The Library social media channels have been an important way of keeping contact with our students and staff. Some of the key themes we have shared include

- Highlighting the wide range of electronic resources available to support study and research
- We are still here to help
- We care about you
- You are part of the UofG community

Social media was a key way of promoting services - Reach Out and UofG Helpdesk; the Glasgow Anywhere site which provides support for remote working; electronic resources; supporting wellbeing - building a sense of community and entertaining.

Colleagues across Information Services have provided lots of excellent content that has seen strong engagement across multiple channels.

Library Services moved to a virtual support model and were able to continue offering in-depth subject support appointments, enquiry support and general advice.

UofG Helpdesk staff delivered a 24/7 service to support students sitting online exams across the world and in multiple time zones. The Helpdesk Team were supported by staff from other parts of the University, including several Reach Out Student Ambassadors, who

brought with them their experience of supporting students on campus and their customer service training to the real benefit of the students sitting exams. A fantastic example of peer support in action, and of the benefit that Reach Out can bring to the wider University.

Reach Out Teams also piloted a new virtual team using UofG Helpdesk, which aims to provide a virtual version of the baseline support usually delivered by our Reach Out Student Ambassadors. This has been successful, and we are looking at continuing with this model in the future to enhance and broaden the face-to-face service.



Reach Out Team- Library entrance

Return to campus July 2020

The Main Library was one of the first buildings on campus to re-open in July 2020, with a Click and Collect service, followed by access for postgraduate students in early August. Both these services were in high demand, with 2,866 loans of print material via Click and Collect, and all 70 spaces in the Postgraduate space were fully booked every day of the service.

August saw the Main Library, James Herriot (Vet) Library and Chemistry Library fully open for physical access. NHS restrictions meant the James Ireland Memorial Library in the Dental School could only operate as a Click and Collect service.

Information Services staff worked closely with colleagues in Estates and Health and Safety to ensure all spaces were compliant with Scottish Government guidance, with risk assessments carried out in all study and working environments. Reopening was a planned and phased process to allow for effective management of risk, and included contingency plans to reduce access should public health and government guidance require it.

Information Services teams also managed additional study spaces in the McMillan Reading Room, St Andrew's Building and Hunter Halls. This provided over 1,000 study spaces. The decision was taken to make these spaces as accessible as possible and did not need

advance booking. This enabled entry and exit to study spaces to be as contactless as possible.

Two metre distancing was put in place across all 12 floors of the Main Library building, branch libraries and additional study spaces. Building occupancy is strictly managed by capacity monitoring and access control measures and has allowed us to respond quickly and flexibly as we move to various levels of protective measures.

72-hour book quarantine procedures are in place with external book drop bins available to minimise entry to the Library building.

Reach Out student ambassadors lead on floor and entrance management, advising of alternative study spaces and providing advice on remote options, such as the Glasgow Anywhere Desktop. Since the Library building reopened in August, Reach Out teams have been on campus to support students and staff, offering advice and guidance on the physical distancing requirements and encouraging safe use of the Library.

We continue to offer virtual support via UofG Helpdesk. Reach Out staff have been supporting students in the Reading Room, Hunter Halls and St Andrew's Building and we have recruited an excellent team of Roving Student Ambassadors for this year, some of whom will come to work as part of the James McCune Smith Learning Hub team in 2021. At a time when so much of student life is about safety and compliance, the Reach Out team have an important part to play in making the on-campus experience as positive as possible.



Click and collect service July 2020

Support for Teaching

Library workshops moved online with the provision of complementary learning resources and re-purposing material for online delivery. Examples include material being provided for the [MVLS Systematic Review Moodle resource](#), supporting students to switch between 'wet' and 'dry' Masters projects, and a Zoom session for academic staff on [supervising](#)

[systematic reviews](#) and developing assessment criteria as Masters projects switched to reviews.

Library staff offer Zoom sessions to staff and students around copyright exceptions. These sessions focused on copyright exceptions for teaching in an online environment.

Library Web and Glasgow Anywhere

In March 2020 a new Glasgow Anywhere website was launched which provided a focus for access to Library resources and services. Key information was also launched including COVID updates as part of a wider Library communications strategy and guidance on the temporary access to additional e-resources from publishers. While there was an overall dip in access to the Main Library website (by 16%) from August 2019 to July 2020 many individual web pages for subjects, College Librarians and the College Library Support Team saw significant increases in access, for example the page for Law databases saw a year-on-year increase of over 3700%. The Library homepage continues to be the 4th most popular page on the entire University website.

Reading Lists @ Glasgow & Online Course Materials

Reading Lists @ Glasgow continues to be the vital means by which the Library can review new and updated lists and purchase essential online teaching resources. There has been a 16% increase in published lists in 2020-21.

The Library has reacted to the shift to online delivery and has acquired access to over 185,000 additional e-books since March 2020 to support teaching. This is through title-by-title purchases via Reading Lists @ Glasgow and collection purchases. A great deal of collaborative work has taken place between the Library and academics to identify the correct core texts required for teaching. The Library has reached out and worked with multiple publishers and vendors to secure access to these essential texts and negotiated fair pricing terms and conditions for material previously unavailable to the Library in electronic format. Some of these deals are unique to University of Glasgow. Most models allow unlimited access, with a very small proportion allowing only limited user access (less than 7% of our aggregated e-book collection). These limited user texts were previously unavailable in electronic format. There are still areas where electronic access is not available, in these cases, we have digitised key chapters within the limits of our HE digitisation licence and we continue to lobby publishers to provide electronic access. Additionally, the Library has worked closely with academics to identify key textbooks required for courses and negotiated over the summer with publishers and e-textbook aggregators to secure access to the most critical texts.

Some notable successes:

- Law Trove: Glasgow is the only Scottish University to have successfully negotiated 1-year access to this collection of law textbooks from Oxford University Press. This was negotiated at a heavily discounted price and work will progress throughout the academic year to engage with Oxford to carve an affordable collection suitable for Scottish universities in the future.

- Sage Catalyst: Glasgow is only 1 of 8 UK universities given access to over 500 key Sage textbooks in the areas of Social Sciences, Nursing and Psychology. Again, we are working with the publisher to give feedback on user trends and affordable future business models.
- Kortext: The Library has negotiated access to 45 e-textbooks, working with e-textbook aggregator, Kortext. These texts are core texts in Science & Engineering, Social Sciences and Medicine.

All were previously unavailable for the Library to purchase in electronic format. Publisher expectations on pricing are still very unrealistic for e-textbooks and the next few months will be critical for the HE sector in analysing usage and negotiating improved business models in this area.

Usage of e-books is being closely monitored. In the first few months of the academic year, we are already experiencing increases of around 60% in e-book usage across some platforms, compared to the same period last year. It is too soon to comment fully on the usage of the e-textbook models and increase in e-book usage generally. However, usage on the Library's 2 main e-book aggregator platforms has increased by 52% in the first couple of months of teaching, compared to the same period last year.

Investing in our Estate

The focus throughout 2020 has been the safety of our buildings throughout lockdown and reopening our library buildings. We are indebted to our Estates colleagues who oversaw security and maintenance throughout lockdown and supported us throughout detailed and complex planning for reopening services.

We have endeavoured to balance essential safety considerations with conducive space to study. We have invested in screening throughout the building and have used spaces as flexibly as possible to provide services such as Essential Loans.

Support for research

Academic Engagement staff worked on a cross-University project to provide structured personal and professional development to PGRs and Postdocs during lockdown. The initiative, PGR@Home, consists of 9-weeks of content on various themes, from 'taking stock' to data management, and developing an online presence as a researcher.

College Librarians have worked in collaboration with their schools to support the shift to online of both teaching and research support. They have taken an innovative and agile response the delivery of extensive programme of subject-based Library Research Skills Sessions to Honours and PGT Courses over Zoom and tailored Library Research Skills Sessions for the Graduate Schools.

One to one support for postgraduates has continued and become even more flexible in terms of timings and appointments over Zoom to support e-resources and digital content. They have also developed material to support the shift from primary data collection to the skilled use of secondary data for students undertaking dissertation research.

Covid-19 Research Support

Our College Librarians provided literature searching support to Centre for Virus Research colleagues. The data that the College Librarians identified helped the CVR team produce briefs assessing the efficacy of currently licensed drugs to treat SARS-CoV-2 infections. College Librarians are collaborating with the SRC (Student Representative Council) Virtual Spaces Group to provide a virtual library space working with AV-IT to utilise webcam technologies and to 'bring the library home.'

While challenges remain around the provision of printed material for both purchase and for inter-library loan via the British Library, teams have actively sought digital surrogates. In the new year, we are planning to order print critical to research and are liaising with Colleges to prioritise material.

Enlighten and REF2021 support

The REF2021 deadline was extended to the end of March 2021 and the REF2021 'clock' restarted at the end of July 2020. New fields for REF2021 for outputs delayed by COVID-19 have been added into our support and detail for Enlighten and the REF Submission System. Library staff have worked closely with the colleges in adding records to Enlighten, sourcing physical copies of REF outputs, downloading digital copies, capturing web sites, and enabling the digitisation of book chapters.

Our research support teams are managing and adding content for academic colleagues as well as the deposit of e-only theses from postgraduate researchers and undertaking REF open access 'health checks' for Units of Assessment. This involves reviewing non-compliant items selected for REF and checking if there is any route to compliance as well as commenting on robustness of exceptions. The next step will be global UoG checks on compliance status including testing on Unpaywall and CORE.

Research Data Management

Research Data Management training courses have been moved to Moodle, where attendees complete an interactive online course and are invited to attend a Zoom drop-in session with any questions. So far, 275 PGRs have completed the course. The Data Management Plan training courses are running as normal, on Zoom.

Outreach and engagement

Library staff have been actively involved in national and international networks, sharing best practice, and exchanging experience and expertise with peers. Susan Ashworth was Chair of the Scottish Confederation of University and Research Libraries (SCURL) to Autumn 2020 and is now Chair of the Society of College, National and University Libraries (SCONUL), representing all academic and national libraries in the UK.

Martina McChrystal was 2020 President of the Chartered Institute of Library and Information Professionals in Scotland, (CILIPS) representing library staff across sectors. University of Glasgow co-convene three leadership networks of Research Libraries UK (RLUK) involving Siobhan Convery, William Nixon, and Martina McChrystal.

William Nixon represents the University on international bodies which support repositories and Open Access. He is an elected member of the boards of SPARC (Scholarly Publishing and Academic Resources Coalition) Europe and the Confederation of Open Access Repositories (COAR).

Siobhan Convery sits on JISC's Digital Archives Collections. Since 2018, she is an invited member of JSTOR's Global Library Advisory Group.

Wendy Walker, Senior Librarian, sits on the JISC E-Textbooks Advisory Group. Valerie McCutcheon, Research and Information Manager is ARMA representative on JISC's Scholarly Communications and Education Training Group and Digital Research Community Group.

The majority of our outreach and engagement over this academic year has been by necessity virtual. Our Twitter accounts @uofglibrary and @uofglasgowASC have 19,564 followers, and our Instagram accounts have 19,193 followers. Our social media teams have ensured key safety messages were communicated, as well as keeping communications positive and connected.

This has been an incredibly challenging time and we would like to record in this report our huge thanks to all Information Services and Library staff who have shown their creativity, commitment and diligence in delivering services and support to the University community over the past year.



Library owl- Twitter image