UCD Library
Key Achievements
2013 -2014
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Library Service Enhancements

- New arrangements were implemented, such that most Library maintained PCs offer the standard IT Services PC image, with standard login and print arrangements.

- A projector and screen were installed in the Library Link learning space, and in the Information Skills room at Health Sciences Library.

- At the start of the year the Library introduced self-service kiosks at our Richview and Blackrock sites. As a result, for the first time self-service is now available in all five UCD Library sites.

- RFID tagging was introduced to the Blackrock and Veterinary Medicine Libraries. RFID is a more user-friendly self-service improvement which has resulted in an increase in lending activities.

- In August 2014 the Library introduced a new self-service policy, promoting the use of self-service for lending activities and allowing staff to provide greater support for user enquiries at the Information Desk.

- To complement the print form, an online query form was introduced. This allows users to query a book that they cannot find in the Library.

- The wifi system in the libraries was upgraded by IT Services from November onwards at each site, aiming to address slow response times at busy periods.

- In addition to our usual extended opening hours during exam time, the Library introduced early opening. The James Joyce Library opened at 7am from November 11th 2013 until the end of term and from March 24th, 2014 to the end of exams. And, in response to student needs, the Veterinary Medicine Library opening hours were extended for the entire academic year and it now opens at 8am Monday-Friday.

- Online fines payment using UCard was introduced in November and a fines payment kiosk was made available in James Joyce Library in February.

- Online Group Study room booking was introduced in January.

- In June the Library began to use UniShare – a bespoke UCD customer relationship management tool – to record queries at our information points. The introduction of UniShare is a joint project with the Student Desk in UCD Registry and UCD IT Services – MSU and has resulted in an improved customer service experience for students moving around campus.

- During the summer the Library upgraded its membership of the SCONUL library access scheme to enable the growing number of distance, part-time and placement students in UCD to benefit from the scheme for the first time and use other libraries.

- In July the content of the Library page in UCD Connect was updated, as the whole system was upgraded.

- In August credit card payment to those not holding a UCard was offered to users for the first time.

- In August the user authentication system for access to online resources became Shibboleth compliant and was migrated to a hosted solution from OCLC.
At year end all of our hosted central Library Management System servers were migrated to a hosted solution from the system vendor Innovative Interfaces

The Research Services Unit collaborated with UCD Research to draw up a coordinated service to support Schools undergoing the Quality Review process. The framework provides easy access to the research information required to complete a review and includes sample reports. The Schools of Law, Chemistry and Chemical Biology, Veterinary Medicine, Mechanical and Materials Engineering were assisted.

The Library provided support for 10 schools undergoing external accreditations and quality Assurance/Quality Improvement reviews including the provision of reports, tours and meeting with review panels.

**Collections & Collection Development**

- UCD Library became the first library in the Republic of Ireland to implement patron driven acquisitions (PDA) for both print and electronic material. The initial pilot was completed in October 2013 and following its success a second project was run from March to October 2014.

- In August UCD Library launched OneSearch, a web scale discovery system which enables Library users to search across a vast array of Library content (print and e-books, print and e-journals, databases, UCD’s institutional repository) via a single search interface. The OneSearch system operates on top of a vast knowledgebase of library holdings and a suite of other technologies which were also upgraded during summer 2014.

- In June the Library accepted a donation of books in memory of a former student, James Mangan (B.Arch, 2003), at an event held in Richview Library.

- A new School Collection Policy template has been developed in collaboration with the School of Architecture and will form the basis for closer consultation with Schools on collection development and management.

- A new E-Resources Trials Policy has been introduced to more effectively manage the review and evaluation of potential new information resource products.

**Teaching & Learning Support**

- We delivered an extensive welcome package for new students during Orientation week and the first weeks of term, including a greater degree of collaboration with Registry and academic units, and attendance at events tailored to special groups such as International and Mature students.

- New initiatives to support new students included the development of a virtual tour of James Joyce library, an experimental Welcome app and a new platform for the “Welcome New Students” online guide.

- 378 hours of support for development of information researching skills were provided to students on teaching programmes.

- At the end of 2013 the LibGuides online guide platform was mainstreamed following review. In July we migrated to a new version and expanded our range of available guides to cover all academic subject areas, and also switched to this platform to...
present all of our learning materials to our users and to present our guide for new students. The Research Services Unit added some of the most popular guides to the collection (GIS, Maps, Bibliometrics, ORCID)

- In June we introduced a new calendar-based platform for promotion of courses and discontinued required booking for Library classes and workshops; a more concerted marketing of the course range was also maintained during the year

- At the start of the academic year a greatly expanded range of online tutorials was made available to users as part of the Library eLearning strategy, and the range continued to expand during the course of the year, based primarily on video, Captivate and Articulate technologies: audio was also added to a number of tutorials. Collaboration and assistance from Media Services and Teaching and Learning staff was a major feature of these developments

- The “Avoiding Plagiarism” tutorial (Bradaíl Seachain í thar aon rud eile) was translated and narrated into Irish by Bord na Gaeilge

- The Library provided space and some publicity support for the Maths Support Centre and Writing Centre in their use of the Library Link at James Joyce Library, and also provided some Library training events and presentations in that space for the first time, trying out basic introductions in the first weeks of the year and some drop in clinics in March

**Services to Support Research**

- In March the Library spearheaded an ORCID Researcher ID promotion across the University, with presentations, printed and online materials produced

- ISSDA (Irish Social Science Data Archive) was very busy during the year. At end of June a review showed that in the past year ISSDA received nearly 400 requests resulting in 1074 individual datasets being sent out to researchers and 120 complex queries dealt with

- ISSDA received 10 new datasets including: Growing up in Ireland Child cohort, wave 2; Household Budget Survey 2009-2010; National Psychological Wellbeing & Distress Survey, 2008 and Doodle Den: Evaluation of the effectiveness of the Childhood Development Initiative’s Doodle Den Literacy Programme, 2008-2011

- The Library continued support through presentations and consultations to individual researchers and Schools/Institutes in the areas of bibliometrics and enhancing visibility of research

- The Research Repository increased its work with individual Schools and Research Institutes in relation to supporting bulk uploads of papers. 6 units were assisted, resulting in 498 additions to the Repository

- Numbers of papers downloaded from the Research Repository continued to increase (approaching 900,000) with most interest coming from, in order of popularity: U.S., Ireland, UK, China, India and Germany

- A variety of presentations and workshops geared to researcher needs were offered during the year, including a mini-series on Data Management (featuring Ethics, Management and Storage), popular workshops on using social media to increase research impact, bibliometrics for individual researchers and making maps using Google mapping products
A Data Management Checklist was drawn up (in conjunction with other UCD service areas) to help guide researchers in their on-going data management activities.

The development of the infrastructure of the Planning Architecture Design Database Ireland (www.paddi.net) continued, with our partners in Queen’s University. The development means that data-entering has been streamlined and facilitated through the use of user-friendly templates.

**UCD Library Special Collections & Digital Cultural Heritage**

Thomas Kinsella visited UCD Library Special Collections on August 26th, in a small private event to mark his donation of his private library of his own works to UCD. A complete list of the extensive contents of this donation was produced and made available.

A new exhibition, “Thomas Kinsella: The Poet and The Book” opened for general viewing on Friday November 15, following the official launch event and this ran to mid-April.

The Yeats exhibition continued to be offered to users until the end of October and was again available from April.

In May a new focus was introduced in Special Collections, presenting the strengths of the collection by literary genre, starting with Poetry@UCD. Information panels and a small display area was established in James Joyce Library, with complementary online information pages on the website.

In May a separate YouTube channel for Special Collections was established to enable better targeted promotion of this particular video material and a number of videos of poets reading their work, produced in collaboration with Media Services, were uploaded.

The Library participated during the year in the task and finish group undertaking an audit of and making recommendations about the range of the UCD Cultural Heritage collection. UCD Library Head of Development & Strategic Programmes had a key role in completing the audit and formatting the final report of the group. That report was endorsed by UMT at its meeting on 17th June 2014. UMT has now set up a new Steering group, to report back by November 2014 on the recommended way forward.

The Digital Library team undertook a major infrastructure project, building a new system and database for ingest, metadata and administration named IMAD.

A new responsive website to present the UCD Digital Library was developed during the year, due to go live in the current academic year.


Three datasets related to Prof Debra Laefer’s Urban Modelling Group were loaded to the UCD Digital Library: Aerial laser scanning (ALS) data collected over an area of around 1 square km in Dublin city in 2007; Dataset describing attributes and condition of 449 buildings in Dublin, Ireland, compiled in 2013; HIBERNIA.
In collaboration with the Classical Museum, digital images of their Roman Republic Coins collection were added to the UCD Digital Library. This collection comprises the Republican period (509 - 27 BC) coins from Roman Italy. It is a subset of the UCD Classical Museum’s collection of antiquities from the ancient Mediterranean.

The metadata from the Iberian Book Project, an ongoing research project based at the Centre for the History of the Media, was loaded to the UCD Digital Library.

Research Services has begun use of the EZID service of the California Digital Library to assign permanent identifiers, namely, DataCite DOIs and ARKs. Use of this service means that resources registered with DataCite - research data, broadly defined - receive DOIs, but also that they become discoverable via DataCite Metadata Search.

Research Services has implemented an OAI-PMH provider service as part of its fedora repository infrastructure. The provider service makes metadata from the Digital Library available generally in Dublin Core and MODS formats.

A specific OAI-PMH set has also been made available for harvesting of DataCite metadata by OpenAIREplus, a European infrastructure for aggregation of information about datasets created with support of European funders.

**Library Space**

- In September the Library made available a document outlining all the main aspects and features that we currently hope to achieve in any major Library space development, this ongoing listing having been developed as an input into the Newman-Joyce vision document.

- The Library increased study spaces in the Veterinary Medicine Library by 20%.

- The James Joyce Library space was enhanced with installation in September of the bronze statue Flight of Birds, by Jarlath Daly (1974), adjacent to the Planning & Administration offices on Level 4. This sculpture is part of the UCD Art Collection.

- In the summer a set of the UCD Research images was provided on long-term loan to the Library and displayed on Level 2, in collaboration with the Research Office.

- In April the notices and signage at Richview Library was upgraded and a similar exercise was completed for the Veterinary Medicine Library in August.

- In August a further 182 desks in James Joyce Library were fitted with power sockets.

**Community Engagement**

- The annual issue of UCD Connections, the Alumni Magazine which was included with the Irish Times Friday Sept 6th included image and text about Library Hub in a feature on recent improvements to the Campus, and an attractive full page coverage of the launch and content of the Yeats exhibition in the Events section.
We again offered the Leaving Cert Study Scheme from May 19 to June 20. This year booking and payments could optionally be made online, and the scheme again had good takeup with 657 students using the scheme, a 35% increase on the previous year. An additional feature this year was an optional add-on extra tuition from the Maths Support Centre.

During the course of the year the Yeats and Thomas Kinsella exhibitions were both marketed at and available for public visiting.

**Services to Support the Business Sector**

Archinfo, UCD Library’s long-term service for architectural and related businesses, increased its business during the year, supplying 3,700 maps to a value of €240,000.

**Marketing & Promotion**

A new overview guide on all aspects of the UCD Library Service in compact folded A6 format was introduced at the start of the year, also available online.

The Library successfully reached agreement early in 2014 to display key information updates on plasma screens around campus managed by various other academic and support units.

Regular use was made of the UCD staff and student e-zine publication channels, using these where possible rather than our own discrete messaging, though on occasion this was also used.

The Library successfully submitted items for inclusion in UCD Today.

Three Library newsletters were produced during the year, available via the website.

There was greater focus on use of social media, most particularly Twitter, and we mainstreamed use of Instagram in our social media mix.

During the summer the Library introduced a new “Library Spotlight” feature, based on a small display in James Joyce Library, to highlight aspects of the collection that complement national events, literary prizes, and UCD academic achievement, with a stress on collaboration with academic units in creating the displays.

In August a new Library home web page went live incorporating our new resource discovery service, providing more exposure to our publicity and chat channels, and quick access to key online services.

In November, to coincide with Library Ireland Week, we undertook some student and user space feedback via questionnaire and whiteboard, to assess reaction to space improvements made already and establish user priorities for library space refurbishment into the future. A report was published in February.

The major general Library survey LibQual+ was run from March 24 – April 6 including marketing materials and roadshows round campus and achieved a good response rate, well up on the previous run of the survey in 2011.
The Library presented at all the University new staff orientation sessions during the year

The Library had a stand at the major UCD Open Day for Year six students, held November 9th, the International Student Fair in January and a range of other events across campus during the course of the year

**Strategy & Planning**

- A single detailed Library operational plan was produced for the first time, incorporating plans from each unit, and a brief public summary was made available in November
- Progress with our strategy and plans was reviewed regularly over the course of the year and gaps addressed where possible

**Library Staff Organisation & Development**

- In October the senior library management team put forward its response to the review of the library reorganisation of 2012 that took place in June 2013
- As part of the review the Library IT Unit moved into the Planning and Administration unit, leaving Research Services as a small independent unit: previously Library IT and Research Services had been in one grouping
- A Library staff training, awareness and social day was held in the Student Centre in January, a new initiative to try to assist with improving internal Library communications. It was decided that this had many benefits, with most feedback very positive, and it was agreed to run this every year, if funding is available, in the first weeks after Christmas
- The Library participated with posters and library staff attendance at the UCD Access Expo in March
- The Library participated in arranging the Work Smarter Together event, jointly organised by the Library (organisation chair Associate Librarian Marie Burke), IT Services and Registry in March, and a large number of Library staff participated in the event
- To maintain skills and awareness, Library staff attended a wide range of events, conferences and courses during the year
- In May Library staff were invited to participate in the group required to be formed to take forward preparations for the Library Quality Review taking place in February 2015. A group was formed and work commenced on the preparation of the SAR (Self Assessment Report) and associated tasks
Contributions to the Profession

- A number of peer-reviewed articles and reports were published by Library staff during the year, and many presentations given: a selection of these can be viewed at http://www.ucd.ie/library/news_publicity/libstaff_publications/

- A successful librarians’ TeachMeet was organised by members of the Library Staff and took place in the Library Link in June

- Under the Erasmus Staff Mobility Programme, the Library hosted a visitor from Grenoble Ecole de Management for one week at the end of July. In the same month the Library hosted an Erasmus visitor for a half day from Milano-Bicocca University on behalf of Trinity College Dublin Library