Resources, Discovery and Liaison Services Annual Report 2018/19

Academic Services
STUDENTS AS PARTNERS

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OVERVIEW

Now part of Academic Services, our new name - Resources, Discovery & Liaison - reflects what we do -

- provide library resources, including print, digital and archival
- enable discovery and access to all library resources
- promote engagement with library resources to enhance learning, teaching and research excellence and ensure value for money from the University’s investment in its library resources and services.

Over the last year we worked with the theme of students as partners to ensure that library resources and services continued to meet the ongoing and future learning needs of our students. Students attended the team planning day and regular meetings took place throughout the year with the Students Union and other student representatives. This has helped shaped the team vision and plan for 2019/20 - which focuses on the digital shift, ensuring that students have access to library resources and services whenever and wherever they need them, regardless of time and place.

Highlights

- Last year saw a significant increase in resource usage, the longitudinal measure of engagement which considers - physical loans, electronic views and searches increased by 14.6% compared with the previous academic year.
- The piloting of automatic renewals at UCA Epsom for 7-day and 3-week loans was received positively and has been rolled out across all campus libraries for 2019/20.
- Following the successful migration of ResourceBank, the library is now able to offer an enhanced learning and teaching repository service for 2019/20 - including the presentation of dissertations and a range of other teaching resources.
- eStream was piloted successful for live capture and streaming of events.
- Collaborate was implemented and successfully piloted as a webinar tool, it is now part of the integrated learning and teaching tools within myUCA.
- myLibrary has been launched with over 50 new subject and topic guides, and online tutorial booking service, available online at: https://ucreative.libguides.com.

Resources, Discovery and Liaison Services Team 2019
The Year Ahead

Reading Lists
The library will be working with Quality & Enhancement, Heads of School, Programme Leaders and Course Teams to introduce Talis Aspire reading list solution this year, to be fully operational for 2020/21. This will enable students to find the resources they need quickly and effectively within myUCA. More details to follow over the course of the next few months...

LibGuides
The library launched a range of subject and topic guides over the summer, along with an online tutorial booking service. Subject guides are integrated into course and unit areas in myUCA to facilitate access to a wide range of discipline relevant resources. myLibrary will be enhanced over the next year and new online tutorials, frequently asked questions, online enquiry services will be launched.

OneSearch
The library currently has two primary search services - the library catalogue which enables you to search for books, electronic books, journals, electronic journals, DVDs and special collections; while summon allows you to search text within electronic articles and book chapters. Over the course of this year these search services will be merged into OneSearch, enabling you to search across all library resources from one place.
LIBRARY COLLECTIONS

In 2018/19 the University spent £497,000 on library resources in multiple formats. These include print books, ebooks, print and electronic journals, specialist databases, electronic resources, multimedia resources, exhibition catalogues, artist books and zines.

<table>
<thead>
<tr>
<th>Library Collection Analytics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDs</td>
<td>15,241</td>
</tr>
<tr>
<td>additions</td>
<td>331</td>
</tr>
<tr>
<td>Print books</td>
<td>76,030</td>
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<tr>
<td>additions</td>
<td>3,707</td>
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<tr>
<td>Electronic books</td>
<td>168,563</td>
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<tr>
<td>Archives (metres)</td>
<td>508</td>
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<tr>
<td>Journal subscriptions</td>
<td>682</td>
</tr>
<tr>
<td>Journal titles</td>
<td>13,155</td>
</tr>
<tr>
<td>Newspapers</td>
<td>395</td>
</tr>
<tr>
<td>Inter-library loans</td>
<td>356</td>
</tr>
<tr>
<td>Databases</td>
<td>45</td>
</tr>
<tr>
<td>additions</td>
<td>2</td>
</tr>
<tr>
<td>Moving images</td>
<td>10,391</td>
</tr>
</tbody>
</table>

**Electronic Books**
The library introduced two new electronic book purchasing models - Demand Driven Acquisition and purchasing of publisher-hosted ebooks. These supplement existing electronic book collections to provide an enhanced range of titles and offer increased value for money.

**Document Supply**
Document Supply was reviewed in line with sector wide best practice and a range of changes and improvements have been launched. These include the introduction of a fair usage policy, extension of service to first year undergraduates and the delivery of journal articles by email.

**Accessible Formats**
The Accessible Format Service, which provides specialist and alternative formats to staff and students with an assessed need was reviewed and streamlined to enhance the visibility and responsiveness of the service.

**Library Hub Discover**
The Library Catalogue was integrated into the new national Library Hub Discover service, which replaces the Copac service. Library Hub Discover allows external users to search the University library collection alongside the collections from other participating UK universities.

**Purchasing Enhancements**
New book and journal purchasing processes were introduced to enhance efficiency. These include greater deployment of EDI and the centralisation of print journal claiming activity.

**Transnational Education**
The University participated in the Jisc TNE Licensing Pilot Project in order to maintain awareness of this important development for the higher education sector, and to inform the University’s international aspirations.
LIBRARY RESOURCE BUDGET

£497,000 spent on resources

- £177,000 Journals
- £138,000 Books
- £17,000 Standing Orders
- £167,000 Databases
- £11,000 Multimedia
- £4,000 Document Supply
- £61,000 Copyright Licences

How do we Compare With the Sector?

Over the last five years budget had remained relatively static, increasing last year to take account of increased resource requirements of OCA. Value for money initiatives and supplier negotiations have successfully mitigated increases in costs.

While the number of book loans continues to decline, the number of DVD loans increase for the first time in six years, which meant that the cost per engagement remained relatively static. The cost per engagement of electronic resources continues to decline slightly as a result of engagement continuing to increase.
DIGITISATION SERVICE

The Digitisation Service creates and manages digital resources – texts, moving and still images, dissertations, theses and recorded TV and radio broadcasts – and ensures the University remains contractually compliant.

The Digitisation Service undertook a range of library activities, including inductions, workshops, pop-up events and also supported a number of University wide projects, including working with Marketing and Outreach, the Textile Collection and the Crafts Study Centre.

Copyright
The team dealt with 42 copyright related queries and delivered 6 workshops across the University.

eStream
Now supporting live streaming for lecture capture and events.

Digitisation Equipment
This year saw the culmination of the 3D photogrammetry research project to allow the UCA community access to photogrammetry software and equipment. The Service also collaborated with UAL this year as part of the APACHS project to create accessible photogrammetry workflows and techniques.

Equipment Booking
A new booking service has been launched, for details see - https://ucreative.libcal.com/equipment.

ResourceBank
This service has now been upgraded to enable the deposit of a wide range of learning and teaching materials, starting with digital dissertations in the year to come.

Turning the Pages
17 new sketchbook exemplars have been added from a wide range of courses from Foundation through to MA.

ScanToTeach
The University’s scanning service created 185 new digitised readings in 18/19, making a total of 1265 digitised readings now available to students at UCA to enhance their learning. These readings were downloaded 9,142 times by students.

Stills taken from interviews with MA Illustration students filmed by the Digitisation Service
Examples of images from student sketchbooks scanned by Digitisation Service.

**Student Placements**

“As I am nearing the end of my MFA, I have been actively applying for jobs and I have been using the knowledge and skills learnt from my time in the Digitisation Unit to help me fill out application forms for archiving and digitisation roles. The paid work I have done has allowed me to have industry experience and has really boosted my confidence in being able to find a job once I have left university!”

Danielle Gardiner - MFA student

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**DIGITISATION SERVICE**

<table>
<thead>
<tr>
<th>Digitisation Service Analytics</th>
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<tbody>
<tr>
<td>Digital outputs created by UCA staff/students</td>
</tr>
<tr>
<td>Digitised readings uploaded to myUCA</td>
</tr>
<tr>
<td>Recorded TV and radio broadcasts uploaded to eStream</td>
</tr>
<tr>
<td>Still images available on resourceBank</td>
</tr>
<tr>
<td>Digital books created using Turning the Pages</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Copyright Enquiries</td>
</tr>
<tr>
<td>Equipment Bookings</td>
</tr>
<tr>
<td>Student Placements</td>
</tr>
</tbody>
</table>
DISCOVERY & ACCESS

Discovery ensures that staff and students can find and access resources effectively to support and enhance their learning, teaching and research practice.

**Automatic Renewals**
Following a successful pilot at UCA Epsom automatic renewals have been extended to 7-day as well as 3-week loans across all campuses.

**ResourceBank**
ResourceBank has been redeveloped as a repository for learning and teaching content. It has the ability to store images, documents, videos and audio, and content can be linked from myUCA or another website. ResourceBank is access by single sign on so that only staff and students will be able to see the content unless there is a reason to make it public.

Collections that can be found on ResourceBank currently include images from our archive, student work from shows and to come this year - dissertations. Staff are also able upload their own content to a collection.

**VADS**
There is a project underway to migrate VADS, the University’s image repository, this will ensure its long term resilience and public access to the collections. VADS consists of a considerable portfolio of visual arts collections that are freely available and copyright cleared for use in learning, teaching and research in the UK and is available online at – https://www.vads.ac.uk. The new service will continue to host all existing images and will provide an enhanced search tool, including the ability to refine by facets; improved image display including the option to zoom into images; will provide iiif functionality via a new viewer which allows you to compare and contrast between collections; and the lightbox feature to enable you to curate your own collections of images.
Self Service Library Kiosks
The kiosks and gates were refreshed in 2019. Whilst providing the same functionality – checkin, checkout and renewal of books and other resources, the new kiosks deliver a fresher, and a user intuitive interface. The ability to pay fines via the kiosks was withdrawn because the level of fines is expected to decline with the introduction of automatic renewals - fines can still be paid at the Gateway Desk or online via your Library Account.

Cross Campus Loans - DVD’s
In response to student demand DVDs are now available to borrow via the Cross Campus Loans service.

The University has two discovery tools -

Library Catalogue
Which provides access to books, DVDs, artist books, print journals and many other resources available across the campus libraries.

Article/Book Search
Which provides access to electronic articles, book chapters and other online materials which the University subscribes to. This has proved to be extremely popular with the number of searches undertaken increasing three-fold over the last two years.
LEARNING TECHNOLOGY

Guided by the Technology Enhanced Learning Vision, the University’s Learning Technologists focus on the development and promotion of the appropriate use of technology which seeks to stimulate the vibrant and creative academic community across the University by promoting and enhancing learning, teaching and assessment opportunities.

Collaborate!
Collaborate is the new video conferencing tool available within each course and unit area in myUCA to enhance learning. This will enable course teams and students to connect anytime, anywhere. The potential of video conferencing is endless, so a few ideas -

- Meetings & presentations
- Teaching & workshops
- Interviews & pitching
- Workshops & training sessions
- Screen sharing & demonstrations
- Virtual whiteboard
- Screen capture & recording
- One to one mentoring and tutorials
- Facilitating guest lecturers remotely

myUCA goes SaaS
This summer myUCA moved to SaaS (Software as a Service) meaning myUCA will always use the latest version software, no more disruptive Summer upgrades and a robust 24/7 support service from the suppliers, Blackboard.

myUCA integration with SITS
myUCA is now fully integrated with SITS using Blackboard’s SIS (Student Information System) framework technology. This means that student data (course/unit membership) comes directly from the student databases, SITS. The data feed from SITS to Blackboard runs each night so any changes in student enrolment is reflected automatically in myUCA the following day.

Using UCA's OneDrive for Sign-ups
The Learning Technologists have been promoting UCA's OneDrive to create tutorial sign-up sheets in OneDrive's Excel App. These sign-ups have proved to be more efficient than former sign-up tools as OneDrive provides a useful track changes history along with a mobile friendly interface. Furthermore, the use of UCA's OneDrive keeps data secure and within the confines of the UCA community – so GDPR is fully compliant.
LEARNING SERVICES

Works with academic colleagues to ensure collections and resources enhance learning, teaching and research practice and provide students with the necessary information literacy skills to help them become independent learners and maximise their academic potential. The team promote the use of library resources in all formats, ensuring that the resources are relevant, focused and an integral part of the student learning journey.

Information Literacy Framework
The library developed the Information Literacy Framework to theme and scaffold its work to structure and promote its information literacy services and ensure they met course and student needs.

The Information Literacy Framework is expected to be approved by the University in 2019/20 and implemented 2020/21.
The team undertook 423 hours of tutorials with students. While this represents a decrease of 19% compared to 2017/18 it was offset by a significant increase in the number of workshop hours delivered. Most of this work was undertaken around dissertations, essays and referencing.
WORKSHOPS

The team offered 614 hours, a 16% increase compared to 2017/18, of embedded inductions, workshops and lectures on discovering, evaluating and using resources effectively. Topics include developing searching skills, working with primary and secondary sources, using databases and electronic resources, plagiarism and referencing. Sessions are complimented by a range of online resources and Study Guides available via myUCA and myLibrary.

614
Workshop hours

8,547
Students attended

10,595
Student taught hours
Paperpile - the University’s referencing solution was introduced and piloted successfully. This involved updating the UCA Harvard Referencing Guide and embedding the style within Paperpile.

Referencing - Paperpile

- Total Users: 825
- Paperpile Sessions: 29,416
- References Imported: 19,482
- Citations: 18,748
RESOURCES ENGAGEMENT

Understanding engagement with collections and resources is complex, with numerous resource types and datasets, exacerbated by different access routes, data collection methods, the vast amount of data available and the inability to cross reference datasets makes it difficult to identify current engagement let alone trends to help plan for future resource and service requirements.

Work has been ongoing to understand what datasets are available, how to interpret these and how these could be used to improve library resources and services, and to continue to provide best value for money.

The numbers indicate that loans of books declined slightly on the previous year, over the last five years the book loans have declined by 21% but this does not reflect actual usage as data about book usage within the library is not captured. Strangely, DVDs loans increased for the first time in over five years by 18%, although over that period the number of loans has dropped by 62% which is likely to reflect the lack of DVD playback facilities and increase use of streaming services.

Gathering electronic resource usage is more challenging due to the large number of resources and access tools. Analysis indicates that overall usage of electronic books increased by 33% on the previous year. Usage of VADS increased significantly, by 69% on the previous year; while usage of Paperpile, the University’s referencing tool increased by 73% year on year. Other datasets for moving images, electronic books, UCA Research Online, journals and digital readings remain comparative static.

Work will be ongoing during 2019/20 to help focus targeted resource campaigns and ultimately enable enhanced future collections, resource and budget planning.
RESOURCES

Resource Engagement Statistics

<table>
<thead>
<tr>
<th>Resource</th>
<th>Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book (loans)</td>
<td>76,000</td>
</tr>
<tr>
<td>DVD (loans)</td>
<td>12,000</td>
</tr>
<tr>
<td>TV and Radio recordings</td>
<td>7,000</td>
</tr>
<tr>
<td>Moving images (views)</td>
<td>2,500</td>
</tr>
<tr>
<td>Images (views)</td>
<td>3,000</td>
</tr>
<tr>
<td>Research Outputs (views)</td>
<td>49,000</td>
</tr>
<tr>
<td>VADS (views)</td>
<td>772,000</td>
</tr>
<tr>
<td>Digital Readings (views)</td>
<td>9,000</td>
</tr>
<tr>
<td>Databases (views)</td>
<td>863,000</td>
</tr>
<tr>
<td>eBooks (views)</td>
<td>386,000</td>
</tr>
</tbody>
</table>

Research Outputs and VADS are online open access resources available worldwide for educational purposes.

Top 10 Highlights

Key words searched for in the library catalogue and summon search tool.

Catalogue Searches

1. WGSN
2. Mintel
3. Edited
4. Nexis
5. LS:N
6. Social Media
7. Post Modernism
8. Animation
9. Typography
10. Photography

Summon Searches

1. WGSN
2. Mintel
3. Mise en scene
4. Edited
5. Gender identity sexuality
6. Graphic design
7. Surrealism
8. Buster Keaton
9. Stereotypes
10. Michael Moore
OPEN COLLEGE OF THE ARTS

Following the merger of UCA and OCA in January 2019, the role of Open College of the Arts Liaison Librarian was created to support the library needs of the distance learning students. Highlights last year include:

- the promotion of electronic resources to students has resulted in an increase in usage of 66%.
- the Ask the Librarian Blog was launched in February 2019 to promote library services and to address frequently asked questions from students.
- the library has been working closely with tutors to develop student’s information literacy skills. This work resulted in a library guide for distance learners - which aims to provide information about library resources and services and resources available to distance learners. To supplement this, a number of individual library course guides have been created to provide discipline specific information, advice and guidance.
- reading lists are a key element in supporting student learning, and all lists have been reviewed to ensure they are accessible, clear and current. The results have been reported to tutors along with recommendations to ensure they are appropriate to the specific needs of distance learners.
- the Digital Content Store was extended to OCA, so its now easier and quicker to process and access copyrighted materials and make them available to students and ensure compliance.
- a review was undertaken and it’s been confirmed that the library is unable to offer some services and resources such as SCONUL Access and eStream to OCA students at the current time.
OCA

OCA Engagement with UCA eResources: Top 4

<table>
<thead>
<tr>
<th>Resource</th>
<th>2017/18</th>
<th>2018/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gale</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ProQuest</td>
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<td></td>
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<tr>
<td>Ebsco</td>
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<td></td>
</tr>
</tbody>
</table>

Top 5 courses engaging with resources

- **Photography**: 1744
- **Creative Arts**: 582
- **Fine Art**: 460
- **Music**: 878
- **Painting**: 558

OCA Enquiries

- Literacy
- IT
- Other referral
- Reading List
- Referencing
- SCONUL
- Source Research
- Turnitin
- Accessing UCA Library

2018/19
ARCHIVES & SPECIAL COLLECTIONS

The University’s Archives & Special Collections provide a rich and diverse range of original primary sources which enhance learning, teaching and research practice in the creative arts, as well as enrich the student experience, and offers a rare and unique insight into the often forgotten and undocumented, these include - original letters, artists’ papers, sketchbooks, reels and artwork, with particular strengths in arts activism, animation and photography. Materials include the works of Oscar winning animator Bob Godfrey, and photographer Tessa Boffin, as well as the University’s institutional records, celebrating 150 years of its significant creative and cultural contribution to arts education nationally and internationally. The University’s archival collections transcend traditional disciplinary divides, and can be used to explore practice from different perspectives and to open up new interpretations and create new knowledge.

The University’s known collections consist of over 500 liner metres of materials, and include the papers of:

Al Kailani
Bob Godfrey
Business Card Collection
Canterbury College of Art and School of Architecture
Diagram Group
Epsom and Ewell Technical Institute and School of Art
Farnham School of Art
Foundry Types
Freewheelers Inclusive Theatre Group
Guildford School of Art
Kent Institute for Art and Design
Len Stoppani
Lynne Dennis Textile Sketchbook Collection
Maidstone College of Art
Materials Collection
Medway College of Design
Sandra Drew
Student Works (1960 -)
Surrey Institute of Art and Design
Tessa Boffin
Tim Brennan
University for the Creative Arts
West Surrey College of Art and Design
Working Press

Following the successful recruitment of the Archivist, we have been focusing on evaluating and promoting the collections to ensure they enhance the learning, teaching and research interests of the University.
RESEARCH EXCELLENCE

UCA Research Online (UCARO) – research.uca.ac.uk - the University’s open access research repository continues to grow. It now consists of 2,340 outputs, attracting 48,768 page views and 38,274 downloads during the year.

Research Excellence Framework
In collaboration with colleagues from the Research Office, a second “Mock REF” exercise is currently being completed in 2019 using UCARO to collect information about research outputs in preparation for the next REF.

Derby, Moyra (2019), Notes on Painting II: https://research.uca.ac.uk/5243/
Top 10 Researchers

1. Martin Charter - 1,639 downloads
2. Simon Olding - 1,419 downloads
3. Neil Bottle - 1,396 downloads
4. Karen Knorr - 1,022 downloads
5. Nicky Hamlyn - 953 downloads
6. Ashley Howard - 836 downloads
7. Andy Malone - 792 downloads
8. Evelyn Bennett - 746 downloads
9. Anthony Heywood - 716 downloads
10. Diana Harrison - 712 downloads

Top 5 Downloads

1. Working in Cloth – Diana Harrison
2. John Hinchcliffe - Simon Olding
3. Lace Effects Coat and Wall Hanging Installation – Neil Bottle
4. Fifth International Artists’ Book Exhibition – Andy Malone
5. Sustainable innovation: key conclusions from Sustainable Innovation Conferences 2003–2006 – Martin Charter

Goldsmith, Shelly (2019), Locus of the Dress: https://research.uca.ac.uk/5209/
Development of new VADS website: new collections management software and external hosting was selected for VADS in 2019 after a formal procurement process. This utilised external income from knowledge transfer activities.

Jisc Research Data Shared Service pilot project: as part of our membership of the CREST (Consortium for Research Excellence, Support and Training), the Library has piloted a Research Data Shared Service which will enable researchers and institutions to meet their policy requirements for the deposit and curation of research data. After receiving funding in 2017-18, a further £7,000 of funding was granted to UCA to participate in this project in 2018-19.

Fox, Anna (2019), Seaside Photographed: https://research.uca.ac.uk/5160/
STUDENTS AS PARTNERS