# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Content development</td>
<td>4</td>
</tr>
<tr>
<td>Digital developments</td>
<td>6</td>
</tr>
<tr>
<td>Learning Space development</td>
<td>9</td>
</tr>
<tr>
<td>Borthwick Institute</td>
<td>10</td>
</tr>
<tr>
<td>Library User Survey 2009</td>
<td>12</td>
</tr>
<tr>
<td>Service developments</td>
<td>14</td>
</tr>
<tr>
<td>Staff development</td>
<td>16</td>
</tr>
<tr>
<td>Forthcoming developments</td>
<td>17</td>
</tr>
<tr>
<td>Appendices</td>
<td>18</td>
</tr>
<tr>
<td>Staff in post</td>
<td>18</td>
</tr>
<tr>
<td>Staff activities</td>
<td>21</td>
</tr>
</tbody>
</table>
Welcome to the Annual Report of the University of York’s Library & Archives. I hope you will find this a useful and informative summary of our work over the past academic year 2008-09.

During this period, the creation of the new information strategy for the University (based on the work of the Information Needs of the World Class University group) led to some structural changes. I was invited to become Director of Information to lead on the implementation, and following the retirement of my colleague Dr Mike Jinks in April, I also took responsibility for the Computing Service. I am grateful for the positive support of staff in both departments in taking up this new role, and for their patience as we work through the practical aspects of this transition.

This has not derailed the Library & Archives from making great progress. In last year’s report I suggested that the forthcoming year would lead us to further developments in a number of areas. Many of these have already borne fruit, and you will find descriptions of the specifics in the following pages.

The report is again organised around our main strategic objectives of Content development, Digital developments, Learning Space development, and Staff development with associated appendices listing staff and their broader activities. Finally there is a section on Future developments. Again this year, I have been grateful for the assistance of our users in your response and contribution to surveys, focus groups and the more formal Committees for guiding and informing our work. I am pleased to say that despite the financial crisis most of our plans remain secure, but more importantly that our culture is one that will meet the challenges arising positively and creatively. Work on our shared values this year has been an important element in preparing for any difficult future choices.

I believe this report speaks well of the quality of service which the department provides to the University and to others, all of which is reliant on the energy, enthusiasm and commitment of the staff of the Library & Archives. I hope you share my pride in their achievements over the last year.

Stephen Town
Director of Information & University Librarian
New Collections and Content

The 2008 library survey results highlighted the need to acquire more content, so the Library has invested substantially this year in this area. Capital grants were made under the Information Strategy specifically to provide extra copies of student reading and to extend our coverage of electronic journal back-files from major publishers. A grant for digitisation has enabled us to start creating digital images of archival and other collections such as the Tuke family archive in the Borthwick, the Vickers instrument collection and some glass slides of art and architectural subjects in the King’s Manor library. Resources purchased this year include:

**Journals, newspapers and reference**
- American Institute of Physics Digital Archive
- Annual Register: A Record of World Events: full text of all the published volumes from 1758 to date
- Geology Digimap: maps and data from the British Geological Survey (BCS) at scales of 1:50,000, 1:250,000 and 1:625,000
- IEEE/IEE Electronic Library: access to nearly one third of the world’s current literature in electrical engineering, electronics, computer science and related areas
- JSTOR: Arts and Sciences V and VI and the Ireland collection complete access to all current JSTOR content which includes over 1,000 full text journals
- The Nation, National Review, and New Republic digital archives: three leading US journals of opinion and commentary on political, economic and cultural issues
- Nature: eighteen new Nature e-journal titles
- Pennsylvania Gazette Online, 1728-1800: access to the full text with coverage from 1728 until it ceased publication in 1800
- ProQuest Dissertations and Theses: Abstract and Index of 2.3 million graduate dissertations and theses from around the world
- Royal Society of Chemistry eBook Collection: over 800 books published 1968-2009
- SourceOECD ebooks: online access to all the books published by the OECD since 1998 in the areas of employment, labour markets, social issues, migration and health
- Who’s Who and Who Was Who: online versions of these major reference works

**Humanities**
- BBC Audience Research Reports, part 1: BBC Listener Research Department, 1937 to c.1950
- British History Online - Premium Content: all the volumes of the Calendars of State Papers, Domestic and the Calendars of State Papers for Scotland and Ireland
- Cambridge Collections Online: over 1500 essays from titles in the Companions to Literature and Classics
- Digital National Security Archive: over 63,000 declassified primary documents relating to U.S. foreign and military policy since 1945
- Independent Local Radio Programme Sharing Database: streaming audio of around 1,120 recordings of Independent Local Radio programmes broadcast between 1983 and 1990
- Jazz Discography Online: A comprehensive database of information about jazz records and jazz recording sessions, with coverage from 1896 onwards
- NewsFilm Online: over 3,000 hours of digitised television news and cinema newsreels taken from the ITN/Reuters archive
- Oxford Language Dictionaries Online: access to language modules in French, German, Italian, Spanish, Chinese, and Russian, offering up-to-date, accurate, and authoritative translations for millions of words and phrases from and into English
- Perdita Manuscripts: Women Writers: little known material produced by women in the British Isles 1500-1700, including complete digital facsimiles of nearly 270 manuscripts
- State Papers Online Part 1: The Tudors, 1509-1603: the complete collection of State Papers Domestic for the Tudor era, with 380,000 facsimile images of manuscript documents linked to fully searchable calendar entries
Law and business
CaseLex: the most important national and European case law linked to the EU’s commercial areas of law
Justis and JustCite: the full text of UK, Irish and EU case law and legislation, with case law dating back to 1163 and legislation as enacted dating back to 1235
LocalLawUK: a research service focussing on local government law

Gifts and deposits
John & Felicity Riddy gift
The University Library has been given a large and fascinating collection of books relating to the period of British rule in India by John and Felicity Riddy. John Riddy began acquiring these books while he was working in India between 1958 and 1962. Many were from colonial hill station libraries, whose collections became available following Indian independence, but he continued to build this wide-ranging collection after he returned to the UK. It contains some items only published in India as well as biographies, novels, letters, history and government publications.

Staff are currently cataloguing the collection to make it available for use, and over 700 titles have so far been added to stock. The majority are on open access although some have been put in Special Collections because of their age and condition.

The University Library & Archives are very grateful for this gift, which will be of interest to scholars not only of Indian history but of wider aspects of colonial culture.

Raymond Burton collection
Dr Raymond Burton regularly deposits a selection of books, manuscripts, and artefacts with a Yorkshire theme which are added to our Raymond Burton Yorkshire collection within Special Collections. Currently we have around 1,360 items in this collection. The latest deposit was received in July 2009 and included the following items:

- Castles and abbeys of Yorkshire / by William Grainge. York: John Sampson, 1855
- Sketches in York / by F. Bedford Jnr. York: H. Smith, [no date]
- 4 copper plate engravings of Ruswarp, Robin Hoods Bay, [unknown scene] and view of Sandsend to Whitby
- 28 colour maps of Huddersfield and Hull street plans (1930-1950s)
- The Banks Music Archives, comprising hand written accounts, index of song titles, list of subscribers, details of the life of Robert Banks (all given to the Borthwick)

We are most grateful for the large number of other gifts and deposits we have received from many individuals this year. These contribute greatly to our collections and supporting teaching and research in the University. Thank you to all our donors and benefactors.

Special Collections exhibitions hosted in the Library & Archives
Composers
2009 marked significant anniversaries of the lives of four magnificent composers. The year is the 350th anniversary of Henry Purcell’s birth, the 250th anniversary of G F Handel’s death, the 200th anniversary of Joseph Haydn’s death and the 200th anniversary of Felix Mendelssohn’s birth. To celebrate this, the exhibition displayed a variety of material from the library’s Special Collections which had an association with these composers.

Gardens & Gardening
A selection of illustrated works from the library’s special collections.

Books from the centre and the margins
Featured some of the work produced by staff and alumni of the Centre for Women’s Studies, marking 25 years of feminist scholarship at York.

New Accessions at the Borthwick Institute
To showcase the Borthwick’s recent accessions the exhibition displayed a variety of material from the York Family and Estate Archive, the Terry’s Archive, the Family Fund Archive, the Lady Violet Deramore Archive and the Raymond Burton Archive. Items on display included Edward York’s First World War diaries and letters, an original Terry’s Oliver Twist chocolate bar wrapper, a letter to Prime Minister Edward Heath concerning the enquiry intothalidomide children, photographs of Heslington Hall in use as a home for convalescing soldiers, and a Rowntree’s board-game.
York Digital Library

Work continues on the Library and Archives’ Digital Library project, the centrepiece of which is York Digital Library (YODL), a multimedia repository which houses collections of teaching and research resources. Over the last year we have been actively developing software to deliver YODL and have a beta system ready for roll-out to our pilot Department (History of Art) in Autumn 2009. YODL currently contains over 8,000 images with more collections coming soon.

One crucial requirement for the development of YODL is to implement a robust, secure access control mechanism to allow us to deliver content with a range of access restrictions, alongside publicly available collections. This major piece of work is nearing its first stable release and will allow the Digital Library to offer up course collections of licensed images to staff and students from History of Art. We also plan to ensure that YODL makes best use of new technologies and new developments in Fedora Commons, the open source software used to provide the infrastructure for the Digital Library.

Over the coming year we will see YODL developing to include music and video resources, and to offer enhanced access interfaces for users, alongside robust tools for receiving content from a range of depositors. Developing accessibility will ensure that the needs of the widest range of users are serviced. For long-term planning, we will work with colleagues to consider the University’s future digital preservation needs.

YODL-ING at York

In March 2009, the YODL team were successful in bidding for and being awarded a major JISC grant implement a suite of technical enhancements to YODL. This project, called YOrk Digital Library – Integration for the Next Generation has enabled the project to recruit an additional developer, and to work with project partners. It follows neatly on from the start-up funding provided by JISC for the SAFIR project, which successfully completed at the end of 2008. YODL-ING runs until March 2011.

YorSearch: enhancing access to York’s Library resources

In January 2009 the Library launched a project to select and implement a resource discovery tool which would improve access to and retrieval from the Library’s range of online resources. A number of different options were considered and a commercial software option, AquaBrowser, was selected. AquaBrowser offers an innovative means for users to access the Library’s collections, by drawing together a range of resources which currently have to be searched individually. AquaBrowser is already in active use by Harvard University and a growing number of UK and international libraries. Implementation is well on the way and a soft launch of the new search and discovery interface is set for October 2009. This will search the Library Catalogue, MetaLib and White Rose Research Online. Following a period of feedback, consultation and customisation, AquaBrowser, or YorSearch as we have decided to brand it, will be rolled out fully as the new way of accessing Library resources.

Digitisation Projects

Over the past year the Digital Library was also granted funding by the University for digitisation. We are in the process of undertaking three projects, with more to come in the next two years.

Firstly, the Tuke papers, an internationally important collection of eighteenth and nineteenth century papers are being digitised using high-quality photography and will be catalogued by a project archivist.

Secondly, a small number of glass negatives from the collections of the Institute for Advanced Architectural Studies have been digitised to allow access to otherwise inaccessible originals. These images complement the collections held at our King’s Manor Library.

The Tuke Papers

As well as giving insight into the famous York Tuke family, central in the establishment of the ground-breaking York asylum The Retreat in the late eighteenth century, they also provide fascinating evidence about Quakers in York and about the daily lives and personal beliefs of individuals, particularly women, in this period.
Finally, further collections we have been able to digitise are the glass negatives from the collections of T. Cooke & Sons (1837-1922), Cooke, Troughton & Simms (1922-1963) and Vickers Instruments (1963-1989). These images show people, instruments and views of the factory and because of their fragile nature cannot currently be made available to users. The images complement the actual instruments on display in the Department of Physics, and represent our first scientific collection for the Digital Library.

An Archives Hub Spoke for the Borthwick Institute for Archives

Another project which falls within the Digital Library is to implement a locally searchable ‘spoke’ of the national Archives Hub service. This enables finding aids for the Borthwick’s vast collections to be searched and maintained here at York, as well as being contributed to the national service. This service should be live by the end of the year.

Digitisation services and LIFE-SHARE

Finally, the Digital Library team this year ran a project to look at how requests for scanned book chapters could be supported by the Library in a systematic way, to help with acquiring copyright-cleared material for use in teaching. The findings of our pilot scoping project will be developed to move the Library one step closer to supporting Departments in creating electronic course packs. Allied to this, we successfully collaborated with Leeds and Sheffield Universities on a JISC bid under the eContent Programme, for a project called LIFE-SHARE. Led by Leeds, York will host a half-time member of project staff and will contribute a case study about ‘on-demand digitisation’, looking at both archival scanning and library key text requests. The outcome of this project will help all three Universities make plans for offering sustainable services in the future.

Cause Papers in the Diocesan Courts of the Archbishopric of York 1300-1858: a database project

The records of the York diocesan courts, including the papers of nearly fourteen thousand individual cases, provide a vast array of material for social, cultural, economic, local and ecclesiastical historians as well as for genealogists from 1300 to 1858, but their current catalogues making getting at this material very difficult. A joint project between the Borthwick, York’s History Department and the Andrew W. Mellon Foundation is creating an on line database, to be launched in 2010, which will offer greatly improved access across the collection, allowing searching for all individuals involved in the cases and all places mentioned as well as by types of case.

The project is on schedule to be completed by May 2010, with the website to go live in the months after that. Data entry has been completed for all papers from the fourteenth, fifteenth and sixteenth centuries and for over half the seventeenth century as well as for much of the eighteenth. Testing of the searchable screens of the database, being written for the project by the Humanities Research Institute at the University of Sheffield, one of the White Rose universities is well advanced.

Project staff, including Dr Helen Carrell, Dr Simon Sandall and Dr Emma Watson, employed as research assistants on the project, have been able to advertise the database at local and national conferences this year, including a History day for the Tadcaster Local History Society, with sessions by Philippa Hoskin and Simon Sandall, and in a national conference Clergy, Church And Society In England And Wales c.1200-1800 at the Institute for Historical Research, London, where one session was dedicated to papers concerning the project, given by Drs Helen Carrell, Simon Harris (a former research assistant on the project) and Emma Watson and with a paper by Professor Jim Sharpe, a member of the project’s Advisory Board. This session was chaired by Philippa Hoskin.
Systems developments

The new servers for our library management system ALEPH, the federated search tool MetaLib and link resolver SFX were brought into operation in the first half of 2009 and have proved successful and reliable.

The EZProxy software was installed. This makes off-campus access to electronic resources easier and seamless for users.

A new back-office application Verde was installed which will soon go live. This will enable Library staff to manage our electronic resources more effectively, including licences.

The Library now makes use of its own area of the FootPrints problem reporting system for recording and tracking library systems, databases, office software and digital library problems reported by Library staff.

The Library was invited to pilot the implementation of Microsoft Office 2007 on supported office PCs and was able to provide the Computing Service with useful feedback prior to deployment throughout the University.

Online reading lists

EARL is the new online reading list system which is available within the VLE and is an ongoing cooperative project between Library and Computing staff.

Using EARL, students can view their course reading lists and link to books and journal articles within the Library catalogue and SFX. There is also an area for academic staff to build their resource lists.

In March we made some improvements to the system as a result of departmental and library staff feedback. These included better organisation of resource lists within a module, improved arrangement of resources within a list & the ability to add more than one previously added resource to a list.

The online training materials were re-written and two new ‘Nutshell’ guides have been prepared. Also an ‘EARL Rollover Guide’ to assist departmental staff with the annual module rollover process.

Training to the academic staff list owners has been ongoing throughout this year, and a demo of EARL capabilities has been given to Library Committee (February) and VLE Project Leaders (March). Departmental training sessions have been given to staff in Health Sciences and Social Policy & Social Work (April) and two extra trainers were recruited from library staff to help with the increase in training.

In June funding was made available so that extra lists could be input onto EARL. Take up by departments has been enthusiastic and to date 63 Autumn term lists have been added across 7 departments. This work will continue through to May 2010.

Library Tutorials enhancement project

In 2008 the Library launched a set of four tutorials:
- Welcome to the Library
- Using the Library Catalogue
- Understanding and using journals
- Evaluating websites

The tutorials are web-based and are linked from the Library web site and the University’s VLE, Yorkshare. In the summer of 2009 a project was started to enhance the content of the tutorials and also to begin the process of converting them into a Yorkshare module. Funding and support was made available by the Library and the Academic Support Office.

The Welcome tutorial now incorporates additional animated demonstrations of the various features of the Library Catalogue, and video clips of students and Library staff welcoming users and giving a student perspective on using the Library.

The main benefit is for the new students’ induction programme. Feedback gained will inform enhancement of the other tutorials. The Yorkshire version of the Welcome tutorial will be available for use by all Yorkshire users for the Autumn term academic year 2009–10 onwards.
Learning Space Development

Refurbishment project

In the last annual report the presence of asbestos in the building was noted, and the commencement of a major refurbishment programme announced.

The focus of the work this year has been on the planning of floor layouts, facilities, services and design. The objectives of the refurbishment are outlined below:

- To provide a range of IT rich study facilities within the JBM Library offering silent, quiet and group study space
- To provide improved environmental conditions within the building
- To provide an internal environment which is flexible to accommodate future internal alterations with minimal disruption
- To design the JBM Library to support the aspirations towards 24 hour opening in the future
- The removal of asbestos contamination within the internal demesne of the building to provide a building which can be easily maintained
- To address specific maintenance works, including roof repair
- To reduce the energy consumption of the building

The ground floor of the JBM Library will feature a new entrance area; an extended open zone providing improved social learning space; a book return room; a self-issue hub; a reference lounge; an enhanced circulation space and a help & enquiries point.

The first and second floors of the JBM Library will offer both quiet and silent study areas, book stock being a main feature of these spaces. More PC access will be available through additional PC clusters but also through the provision of power to the desktop and extended wireless provision. Five bookable group study rooms, including data projection will be provided, alongside open access group study facilities. Individual study rooms are located in the silent areas and will be bookable. User hubs will provide photocopying and printing facilities.

Book stock and study spaces (IT enabled) will dominate the third floor.

Within the design of the building opportunities will be sought to highlight the work and collections of the Library & Archives. Examples of this will be the use of images from the Borthwick Archives as manifestations on glass partitions, and the use of collection-based images in artwork and acoustic panels.

In preparation for 24 hour opening the refurbished JBM Library will draw upon RFID technology for the self-service issue and return of stock, with RFID also used for improved stock management. Self-help and way-finding are key design principles in preparation for extended opening, and the use by the Library of the Computer Science building.

Building work on the JBM Library will commence in January 2010.

Computer Science building

Plans for the Library occupation of the Computer Science building have undergone some refinement over the past year in the light of the Library Refurbishment Project.

The development of Computer Science will improve access to study space for students, postgraduates and staff, seeking to work individually or in groups. Flexible, IT rich teaching spaces including a large PC cluster will be key features. Staff from the Library will now be housed in this building which will be a focus for teaching and learning activity. This staff relocation has allowed for the release of space in the JBM for additional study space. Compact storage for book stock and other materials will also feature in the redeveloped building.

Essential for the use of the three Library buildings will be the creation of a “link corridor” between the JBM and the Computer Science building. At the moment this is planned for the ground floor level, with opportunities for creating links at the upper levels in the future.

It is anticipated that the Library will take possession of the building in October 2010, and gradually build up usage over the following 12 months.
This year has seen the Borthwick concentrating on projects started last year, and making further progress with on-line cataloguing, with some significant developments in the latter for family historians in particular.

We are in increasingly challenging and uncertain times for archive repositories. This year we saw the publication of the draft of a National Archives Policy, consideration of a framework for HE archives by TNA and, above all, the continuation and deepening of a recession. The impact of some of these challenges is likely to be in the future, but the recession is already making itself felt, with some grant-giving bodies having to reign in their contributions to the archive sector as the value of their investments has fallen.

Research

The numbers of in-person day-time visits to the searchrooms have remained broadly stable over the last two years, which is perhaps surprising when one might have expected a marked fall as the recession placed pressure on disposable incomes. At the same time, it appears that the longer opening hours in the new building allow researchers to reduce the numbers of visits that they need to make to complete their research; this is directly helpful to them and has the effect of reducing the carbon footprint of the whole operation as travel is reduced.

There has been a major change to our remote enquiry provision this year. We have for some time worked with British Origins to make our probate indexes available on-line. As the largest probate archive outside The National Archives this is a considerable task, and we have proceeded by working on discrete portions of the indexes and making them available before moving to the next portion. This year, partly with help from the Alderson Family History Society, and partly with the help of a bequest from Professor Durward W.F. Cruickshank, we have managed to place a major portion of the indexes online. Indexes now available cover the period 1320-1500, and 1731-1858; the period 1688-1731 will go live shortly. This has made a marked impact on the quantity and nature of the remote enquiry work we do. On the one hand, it has reduced the volume of index searches carried out by staff, but on the other it has increased the amount of work associated with providing copies. This has had a clear (and anticipated) impact on the conservation department (see below).

Website visits have continued to rise, with an increase since 2004 of 458%.

The variety of subjects researched using Borthwick archives continues to astonish. Ecclesiastical subjects figure strongly, with publications on the 13th century nuns of Sempringham, Catholicism in the 16th century, a study of clerical recruitment in the diocese of York and the Oxford Movement of the 19th century being examples. Other subjects include guerrilla warfare in Africa, a biography of one of the founders of the University, a study of the Earl of Derby as Prime Minister, masculinity in medieval England, regional theatre in Germany and England, hospital and asylum visiting and a study of time keeping.

Archives

Significant acquisitions for 2008 include the papers of three musicians: John Foulds was a Manchester born composer whose work has enjoyed a revival after a period of neglect. He may be best known for his World Requiem, composed in memory of those dying in the Great War. It was performed at the Royal Albert Hall in 1923 and 1926 and at the Queen’s Hall in 1925, but not again until its revival at the Royal Albert Hall in 2007. His second wife, Maud MacCarthy, was a violinist and writer who travelled in India with Annie Besant. Both Maud and John became interested in, and are significant figures for, Indian music. Their papers sit appropriately alongside those of Wilfrid Mellers, composer, critic and founding head of the York Music department. Additional correspondence and photographs of Walter Howard Freere, Bishop of Truro, historian and liturgist, in the Mirfield Archive illustrate the sometimes unexpected connections between subject areas in archives.

The largest acquisition in terms of volume is the archive of the architects George Gaze Pace and Ronald Sims, architects. These include project files and plans, and richly document the activities of probably the most significant ecclesiastical architects of the second half of the 20th century (though their work was by no means confined to the ecclesiastical sphere). This generous gift from the sons of Ron Sims is complemented by further papers of John Alder Knowles, glass painter and historian of stained glass.

York-based organisations continue to place archives in the Borthwick. One of the more important of those is the Yorkshire Philosophical Society, an early provincial scientific society that played the key role in the foundation of the British Association for the Advancement of Science.

Projects

Cause Papers in the Diocesan courts of the Archdiocese of York 1300-1858: a database project funded by the Andrew W. Mellon Foundation is covered in Digital developments

‘Treating the Record’: The Retreat Archive Funded by the Wellcome Trust Research Resources in Medical History Scheme
The conservation assistant has completed her preservation work and has secured further employment at the new Highland Archive and Registration Service. The conservator has made good progress towards completion of the project at the end of the current calendar year.

Conserving and Making Available the Records of Slavery: Harewood House Funded by The Heritage Lottery Fund.
The conservation assistant has completed the conservation and preservation phase of this project. At the same time she has successfully undertaken several training placements in other conservation workshops to add to her range of skills and knowledge. The web-site associated with this project should go live in the New Year.

The Family Fund
The Family Fund has given the Borthwick sufficient funds to employ an archivist to catalogue their archive deposited with us. The archivist has completed the work, and has moved on to new employment in Sheffield Record Office. The results of his work can be consulted at the Borthwick, or on-line at www.archiveshub.ac.uk

Professor Durward W.F. Cruickshank
Professor Cruickshank remembered us in his will, in the shape of a legacy towards a family history project. His bequest has funded a database of probate records to 1500 that enables searching across a number of different and important variables (such as place names) as well as surnames.

The Alderson Family History Society
After a visit to the Borthwick, the Society donated funds towards a specific piece of work to be related to family history. The donation has enabled us to process a large batch of data for British Origins, the results of which are available online and reported on above (research)

Preservation and conservation
This year has seen a major change to the Borthwick and to preservation and conservation in particular. Trevor Cooper, conservator at the Borthwick, retired in July 2009 after 42 years. It is difficult to underestimate Trevor’s contribution over this period. Highlights include his development of practical applications for the use of enzymes as a way to digest otherwise intractable animal glues; his supervision and direction of a large rescue operation in the York Floods of 2000; his training of many practising conservators; and his development of new and innovative disaster-response training courses. Above all, perhaps, is his huge legacy in the very large numbers of conserved documents across the whole of the Borthwick’s holdings, and his setting out of the foundations of present day preservation practices. It was no surprise that Trevor was the UK’s first archive conservator to be awarded the MBE for services to archive conservation. Although Trevor cannot be replaced, his influence will carry on beyond his retirement in the training and advice he has given to past and present archive professionals across the country, and in his foundation of good practice at the Borthwick.

Borthwick staff contributions to other organisations
Members of staff have continued to play roles in other organisations locally, regionally and nationally, contributing their special expertise in a great variety of ways in support of archival activities interpreted in the broadest sense. These include the general editorship of the British Academy’s English Episcopal Acts project, the Hon General Editor and Hon Secretary of the Canterbury and York Society; Committee Membership of the Health Archives and Records Group; panel member for Lincoln Cathedral’s library and archives advisory group; member of the Museums, Libraries and Archives Council’s Designation Panel; council member of Music Preserved; member of the National Council on Archives’ Major Archive Projects Learning Exchange; panel member for the National Archive Cataloguing Grants Scheme; external examiner for the University of Wales, Aberystwyth MSc in archive management; Department of Information Studies; chair of the Yorkshire Parish Register Society and Hon General Editor of the Yorkshire Archaelogical Society Record Series.
The Library User Survey was conducted between May 5th and May 31st, 2009 using the Web-based instrument, LibQUAL+ (www.libqual.org). The results of this survey allow the Library to identify best practices, analyse deficiencies and identify areas for improvement and to allocate resources more effectively.

LibQUAL+ was developed by the Association of Research Libraries in 2000. Since then it has been expanded internationally and been used by institutions in Asia, Australia, South Africa, Canada and Europe. More than 1,000 libraries have participated.

The survey comprises 22 core questions to ascertain what users expect from the library service as well as how they perceive the quality of service received. The questions focus on three dimensions of Library service:
- Affect of Service (customer service)
- Information Control (resources and ease of access)
- Library as Place (study environment)

For each question users indicate their minimum service level, desired service level and perceived service performance. The analysis of results utilises a gap theory approach to identify where library services are meeting, exceeding or falling short of user’s expectations.

Results Analysis

The areas that users consider to be the most important (with highest desired levels of service) are:
- Making electronic resources accessible from my home or office (IC-1)
- Print and/or electronic journal collections I require for my work (IC-8)

The areas that users consider to be the least important (with lowest desired levels of service) are:
- Giving users individual attention (AS-2)
- Space for group learning and group study (LP-5)

The main areas that users have identified as gaps in our service level between their minimum expected level of service and their perceived levels of service are:
- Quiet space for individual work (LP-2)
- The printed library materials I need for my work (IC-3)
- Print and/or electronic journal collections I require for my work (IC-8)

The largest gaps between perceived and desired levels of service and so the priority areas for improvement are:
- Library space that inspires study and learning (LP-1)
- The printed library materials I need for my work (IC-3)
- Quiet space for individual work (LP-2)
- Making electronic resources accessible from my home or office (IC-1)
- Print and/or electronic journal collections I require for my work (IC-8)

The most effective areas are those in which the Library is closest at meeting respondents’ desired expectations:
- Giving users individual attention (AS-2)
- Space for group learning and group study (LP-5)
- Library staff who deal with users in a caring fashion (AS-6)
- Library staff who are consistently courteous (AS-3)
- Willingness to help users (AS-8)

Survey Activity

656 responses were received from a randomly selected email sample of 6,188 people, resulting in a 10.6 % response rate. The following number of respondents completed the survey:
- 355 undergraduates
- 191 postgraduates
- 66 academic staff
- 20 library staff
- 24 other staff

The highest percentage of responses came from English (9.3%), History (8.33%), Biology (7.19%) and Economics (6.54%).
The zone of tolerance chart shows our results for all users across all dimensions of library service (as detailed in the table above).

The blue bars represent the ‘zone of tolerance’ (perceived scores against minimally acceptable and desired service levels). The top of the blue shows the mean score for desired level of service. The bottom of the blue bar shows the mean score for minimum level of service. The red line represents the mean for perceived level of service.
Comparisons

Library Survey 2009 Core Questions Summary Graphs – overall results

University of York LibQUAL+ 2008 to 2009 trends
Superiority mean scores (the difference between the perceived level of service and the desired level of service) improved across all but one of the 22 core and 5 local questions. The other item remained constant.

The most significant improvements on 2008 included:
- Space for group study and group learning (LP-5)
- A comfortable and inviting location (LP-3)
- Library staff who understand the needs of their users (AS-7)
- Library staff who instill confidence in users (AS-1)

There was also a substantial improvement in convenient service hours and online course support items (the latter also out of the red)

Two questions no longer showed less than minimum satisfaction levels in 2009:
- A haven for study, learning or research (LP-4)
- The electronic information resources I need (IC-4)

Discipline adequacy scores (the difference between the minimum level of service and the perceived level of service) improved in all but six cases. Information control overall adequacy score moved from negative (the perceived level of service was lower than the minimum) to positive (the perceived level of service was higher than the minimum)

**Comparisons with other Libraries**
The University of York Library Survey results are regularly benchmarked with comparable institutional results both nationally and internationally. The 2009 exercise indicated that York results reflected the overall findings shown in the comparator institutions. In particular, York Library was strong in the General Satisfaction and Information Literacy dimensions and weaker in the Information Control dimension.
Theses

In co-operation with the Graduate Schools Office, the Library & Archives has secured University agreement this year for a change in regulations to require doctoral and MPhil theses to be submitted electronically by all students registering from 1 Oct 2009 onwards. The theses will be stored in White Rose E-theses Online (WREO) and provide wider dissemination and a higher profile for research carried out at York. Should departments wish Masters’ dissertations to be submitted electronically, they will be stored in YODL.

Opening hours

Opening hours have been extended to meet the priorities identified from student feedback for earlier opening and longer hours at weekends and in the summer vacation. The Library now opens at 8am instead of 8.30 on weekdays throughout the academic year, and closes at midnight every day of the week in term-time instead of only on Monday to Thursdays. Term-time opening hours were extended to include the last week of the Easter vacation. In the summer vacation the library stayed open until 6pm on weekdays as well as the Tuesday late opening until 9pm. Particularly for the benefit of postgraduates the Library additionally opened for the last five Sundays of the vacation from 10am to 6pm.

Lending Services and the Key Texts Collection

Last year’s report outlined the changes to lending services introduced in Oct 2008, following a review. The major change to Key Texts was to move away from fixed four hour loan periods, to allow students the flexibility to book and borrow items for four hours when it suited them. This has proved to be both popular and successful, with increased numbers of loans. From summer 2009, items which have been requested by users can now be collected from the Key Texts area at any time the Library is open. Previously they were kept behind the Lending Services desk and therefore were only available during staffed opening hours.

In April, York Minster Library relinquished its venerable manual issue system and started to use the University Library computer system. Apart from speeding up the process of borrowing, this means that all users of both libraries can now see up-to-date status information for the Minster Library loan collection.

Academic Liaison transformation

The Academic Liaison team has been expanded to reduce the number of departments for which Academic Liaison Librarians (ALLs) are responsible. The primary goals of this expansion are to enable more active engagement and partnership with academic departments and for ALLs to become fully embedded in their departments’ activities in order to improve satisfaction with the service. A range of development activities are planned, including:

- More discussion with groups and individuals and involvement in departmental committees and activities, leading to a better understanding by ALLs of the needs of departments, and by departments of the resources and services available to them
- Increased involvement in identifying and acquiring resources to support teaching, learning and research
- Developing new information literacy skills programmes and delivery methods embedded in the curriculum and in Yorkshire, co-ordinating with the Learning Enhancement Team’s work on academic skills
- Developing a more subject focussed website to highlight resources and services for specific departments and subject areas
- Greater depth of analysis of evaluation and usage data, including the National Student Survey, PG taught and research student surveys, the Library survey and student course feedback
- Embedding in quality assurance and enhancement and planning activities, including Better Management strategic planning, Annual Programme Review and Periodic Review, and more opportunities for benchmarking and discussion with other libraries

Progress will be managed and monitored through the new Academic Liaison Strategy 2009-2013. There are eight programmes, each with a Programme Leader and a number of projects and focussed activities. Success measures are being developed for each of these projects and activities and progress will be monitored on a regular basis.

Academic Department Better Management Programme

In 2008 academic departments produced medium-term planning briefing documents for the first time. These include Library sections where departments can state their Library requirements for supporting learning, teaching and research activities and any concerns or development needs. This information allows the Library to anticipate future requirements, in addition to reacting to current issues, and has been analysed for use in a variety of ways. In 2009 the information is being combined with the results of student and Library surveys to produce a Library briefing for each department. This will be used to help focus development activity over the coming year and to encourage
Library review meetings during the 2009 medium-term planning process in departments where satisfaction is low. The goal is to embed the Library’s contribution to the departments’ strategies in the normal University planning process.

**Activities at King’s Manor Library**

Library Staff have been working in consultation with the King’s Manor Library User Group in order to improve the library services provided at the King’s Manor and to make them more consistent with the JBM Library on campus.

Whilst the King’s Manor Library (KML) offers historic surroundings to study in, its limited space has made it necessary to rationalise the collections in order to create room for future purchases. Duplicate copies of PhD theses also held in the JBM have been withdrawn from the KML, and rarely consulted copies of theses older than 10 years have been removed and offered to relevant departments. The journal holdings are in the process of being consolidated, with duplicate copies being withdrawn and stock being relocated to the JBM or the KML to create complete journal runs in the most appropriate library. A Collection Development and Management Policy has been developed to ensure that the teaching and research needs of the departments using the KML are being met and steps have already been taken to enhance the collections in some subjects such as Archaeology.

Several improvements have been made in order to increase access to the collections at the KML. The Key Texts can now be booked in the same way as the Key Texts collection at the JBM allowing students to plan their studies more efficiently. Journals can now be borrowed overnight, again in line with practice at the JBM. Opening hours on Saturdays have also been changed in response to feedback, allowing users to come in to the library later. Finally, the Library is working towards improving access to slides for the History of Art Department and the Centre for Medieval Studies, with the Digital Library Project currently digitizing the recently donated Morgan Collection for inclusion within YODL.

The Library Staff would like to thank the KML User Group for their help and input in these initiatives.

**Widening Participation Day**

The Library has been increasing its involvement in Widening Participation activities and in June was involved in a Developing Independent Learning day event for schools and colleges aimed at Year 12 students. This event was co-ordinated by the University Widening Participation Office and included staff from the Learning Enhancement Team, Centre for Lifelong Learning and the Library Academic Liaison Team. The aim of the group was to develop study and teaching materials that would help students in years 12 and 13 develop the independent study skills required for university study. The event covered the following topics: Essay writing, Referencing and Plagiarism and Researching and Evaluating Information.

The Library staff organised the Researching and Evaluating Information session which was designed to give students a taste of the kind of resources that they would use at university to access information, and how these may differ to what they have used so far at school and college. The workshop included a number of interactive group activities which encouraged the students to consider what study materials they may use at university, how much of the World Wide Web Google searches, and to gain an introduction to Internet portals and evaluation of websites. The exercises were designed in order to allow the teachers to carry out follow up exercises with the students when they returned to their own schools and colleges. Finally, the students were given an introduction to searching the Library Catalogue before visiting the Library to carry out a Library Challenge which involved the students searching for books and journals on the shelves as well as seeking out where they could go for help. The whole event received very positive feedback from the students and staff who attended, with 85% of participants rating the day as being above average in terms of enjoyment. The Library Challenge was also jointly rated with the Plagiarism workshop as the best aspect of the day. As a result of the event, Morley High School organised a follow up event for all of their sixth-formers over two days in September 2009. We are also liaising with other schools and colleges to organise further events which will help other students improve their study skills and give them a taste of what to expect when they go to university.

**Process Review**

As part of our ongoing programme to improve service quality and efficiency, we undertook a project to review the process of acquiring books, from selection through purchase, cataloguing and processing to the point at which books are available for use. This review covered both books on reading lists and those submitted as individual purchase requests. As a result, the process has been streamlined and orders can be dealt with more quickly. Tasks which had been separated between two teams are now undertaken by a single team which is responsible for the whole process. In addition to greater speed and efficiency this has provided an opportunity for the staff involved to learn new skills.
Staff development activities in 2008/09 included:

• A strategic planning away-day for members of the Senior Management Team
• A course on “Teaching Information in Higher Education: What, Where & How?” for the Academic Liaison team, facilitated by Sharon Markless, to assess the way in which the team teaches information skills sessions and to consider how improvements may be made to their current practice
• In-house training for 16 staff on copyright
• Continuation of the work-shadowing scheme; three members of staff have shadowed in other sections of the Library
• Contributions towards distance learning postgraduate qualifications in Library & Information Management and Conservation Studies
• Two members of staff successfully completed the University’s pilot Leadership in Action programme
• Eight staff completed a pilot Customer Care training session, which was developed in-house. It is hoped to roll this out to all staff in the 09/10 academic year.
• Five staff have successfully completed the European Computer Driving Licence
• Four staff have successfully completed their NVQ in Library Services (level 3)
• Participation in the SCONUL Study Tour in Scandinavia in May 2009
• The newly formed Operations Group organised a session to help them explore ways to work effectively as a group, based round the Myers-Briggs Type Indicator
• Attendance at a wide range of externally-hosted training events, special interest groups, networking and conferences
• Attendance at a range of University training courses to develop Leadership and management skills and computing and web-based skills

In addition to the above, the Library & Archives were successful in bidding for Performance Review funding in 2007/08 which was used to undertake a programme of external benchmarking and networking visits to other academic libraries and archive services:

• A visit of Archives staff to Durham University to look at Archives and special collections, the Probate digitisation project and VLE developments
• Twelve Library staff visited Huddersfield University to look at the Customer Service Excellence award (successor to Charter Mark), competency framework, Web 2 developments, re-organisation of processes in technical services, self-service and Widening Participation

• Nine Library staff visited Leeds Metropolitan University to look at their Help desk model, including referral and call logging software, Customer service developments, 24 hour opening and learning space developments (at the Beckett Park campus)

An Away Day for all Library & Archives staff was organised in July. We invited a representative group of users to talk to staff about their experiences of using the Library & Archives and to explain what they valued about a library service. The outcome of the away day was to finalise a statement of our shared values and priorities for action in the coming year.

The Library continues to run its successful General Training Programme, and a range of topics were covered this year, including a presentation from Information Specialists in the Centre for Reviews and Dissemination; archaeological findings on the Heslington East site; project updates; the University’s Computing Service developments; Web 2.0 developments; the Library User Survey; a demonstration of an information skills teaching session and the new online resource lists system.

Sue Cumberpatch, social sciences academic liaison librarian at York, spent sixteen days at the University of Waikato Library in March-April, under the Waikato-York exchange scheme. Her project was an assessment of the services provided by subject librarians (at Waikato) and academic liaison librarians (at York) and how they meet the requirements of academic staff and researchers. An online questionnaire survey of academic liaison/subject librarians and their managers in both Universities was completed in advance of the visit, to find out what liaison activities currently take place. Interviews with several social science academics in both locations were carried out to assess their information and library needs and views. The research found that academic liaison/subject librarians are aware of and mostly delivering upon the requirements of their departments and schools, but there are some areas of mis-match, for which the author suggests solutions. These will be followed up by the Academic Liaison Team as part of their new strategy.
The most obvious physical manifestation of Library & Archives development in the next two years will be the refurbishment and redevelopment of the JB Morrell Library. This is due to start in earnest in January 2010, although stock moves have already taken place in advance of this Autumn term to facilitate the project. The project will run until Easter 2012, and this time period encompasses the release of the current Computing Science department at the end of 2010. Consequently Library planning is focussed on the challenge of creating 21st century library facilities and services across all three buildings in a connected way, allowing the strengths of each to provide the range of specialist environments required by different groups of users engaged in learning and research. We are grateful to the University for supporting this work.

Next year will see further capital spending in support of information content and its delivery in digital form. Course work support and research journal backfiles will be targeted again, and the impact of this spending will be indicated by our satisfaction surveys.

The optimism around the Better Management process for delivering a better link between the plans of the academic departments and library resources could not be fully realised due to the international financial crisis. There is no doubt that the future will require careful direction of scarce resources to maximum benefit. The Library will be developing a more comprehensive range of measurement systems to assist this, as well as taking further advantage of quality management methods to ensure optimum efficiency of our processes.

Our Digital library will continue to develop in the forthcoming year, not least due to the success of the team in securing further grant income from JISC, as well as engaging successfully with partners in other institutions. In difficult economic times, libraries should ensure they are fully exploiting potential alliances and also available local specialist resource. In this regard our long standing partnership with the Dean & Chapter in relation to York Minster library is due for reassessment in 2010, and we are currently in discussions to achieve a new positive expression of our relationship. Further capital will be spent to exploit existing physical resources through digitisation and we will be receiving some collections from academic departments which they no longer wish to manage.

Following the creation of the Information directorate we envisage closer working with our IT colleagues, taking any opportunities for joint working to build on our new relationship in the coming year.

We were pleased during the year to welcome our new Deputy Director, Liz Waller, from the University of Leeds. Many of the new initiatives mentioned above will be led and directed by Liz, once the start up for the refurbishment project is completed.

We welcome comments and suggestions on our strategy and plans for the future, as well as on our existing services and facilities.
Appendix One

Library & Archives staff in post at 30 September 2009

**Director of Information**
Stephen Town MA Cantab DipLib Loughborough FCLIP MCMi

**Executive Assistant & PA to the Director of Information**
Jo Black BA (Hons) Warwick

**Deputy Director and Head of Strategic Development**
Liz Waller BA (Hons) Leeds MA Leeds Met FHEA

**Office and Projects Manager & PA to the Deputy Director and Head of Strategic Development**
Julie Bates

**Finance & Quality Assurance Officer**
Jean Smith

**Administrative Assistants**
Roger Butler-Ellis BSc (Hons) Open DipMath Open
Martine McCormick BSc (Hons) Liverpool John Moores
PGDip York

**Virtual Library**

**Digital Library Manager**
Julie Allinson BA (Hons) Loughborough DipILM Liverpool John Moores

**Digital Library Systems Developers**
Yankui Feng BSc Hebei Uni (China) MSc Edinburgh PhD Napier
Nigel V Thomas BSc (Hons) York

**Digital Library Systems Administrator & Developer**
Peri Stracchino BA (Hons) North London MSc (dist) UMIST

**Digital Library Assistants**
Matthew Herring BA (Hons) GSA MA Northumbria MA RCA
Lucy Jaques BA (Hons) UWE MA Reading DipLib UCE

**Digitisation Assistant**
Helen Savage

**Photography Assistant**
Paul Shields BA (Hons) Nottingham Trent

**Information Systems Librarian**
Kingsley Boulton BA (Hons) Sheffield MA Sheffield MCLIP

**Information Systems Assistant**
Jim Adamson BSc (Hons) Sheffield Hallam MCP (Windows 2000 Professional)

**Systems Integrator**
Anthony Leonard (also with Computing Service)

**Academic Liaison**

**Head of Academic Liaison**
Christine Ellwood BSc (Hons) East Anglia DipLib Ealing

**Academic Liaison Librarians**
Clare Ackerley BA (Hons) Warwick MA Loughborough
Susan Clayton BA (Hons) Sheffield Hallam
Janette Colclough BA (Hons) Durham MA University College London
Sue Cumberpatch BA (Hons) Leeds Met MSc Loughborough
Olivia Else BMus (Hons) Glasgow MA Northumbria ACLIP
Lisa Foggo BD (Hons) Edinburgh MSt Oxford MSc City MCLIP, ILTM
Vanya Gallimore BA Southampton MA Sheffield MCLIP
Jane Henley MA Oxon MA Sheffield
Cattriona Kemp MA Edinburgh Dip Lib Robert Gordon
Kirstyn Radford BA (Hons) Nottingham MA Sheffield MCLIP
Alison Robson-Kaye BA (Hons) Lancaster PGDip Leeds Met PGCHE Leeds Met FHEA
Karen M Smith BA (Hons) Leeds Met
Rosemary van Zijl BA (Hons) Cardiff DipLib UCL
Martin Wilkinson BA (Hons) Leeds Met DipLib Leeds Met
Clare White BA (Hons) Oxon MSc Aberystwyth
Anthony Wilson BA (Hons) York

**Content & Customer Services**

**Head of Operations and Services**
Elizabeth Harbord MA Oxon MBA Open MCLIP

**York Minster Librarian**
John Powell

**Content Acquisition Librarian**
Sarah Thompson MA St Andrews DipLib Robert Gordon

**Content Description and Special Collections Librarian**
Sue Elphinstone BA (Hons) Thames Valley

**Electronic Resources Co-ordinator**
Robin Cook

**Cataloguing Co-ordinator**
Ilka Heale

**Serials and e-resources Team Leader**
Paula Cahill

**Shelf Management Team Leader**
Ruth Gunter BA (Hons) York St John MA Sheffield
Bibliographic Services Team Leader
Kathy Boyd BA (Librarianship) Newcastle-upon-Tyne Polytechnic MCLIP

Content Services Assistants
Kirsty Allen BA (Hons) Liverpool MA King’s College London
Lucy Cook (until July 2009) Caroline Frow BA (Hons) Bristol BA (Hons) Open MA Open
Alison Garnett MA Edinburgh
Stuart Gladwell BA (Hons) Southampton MA York
Katie Hill BA (Hons) Leeds (St John’s York) DipLib Northumbria
Bradley Jones BA (Hons) Brighton
Catherine Markham (until July 2009) Clare Miller BA (Hons) Dunelm
Martha Moulson BA (Hons) Leeds
Tony Pickard BA (Hons) York
Carmen Rhodes BA (Hons) Sheffield
Kenneth Whyte

Processing/Shelving Assistants
Helen Millward
Teresa Spayne
Judith Tanfield

Shelving Assistants
Jane Bailey
Alan Chambers BSc (Hons) York St John
Marianne Christophers BA (Hons) Leeds (St John’s York)
Jennifer Jenkins BSc (Hons) London (External)
DipSocAdmin York
Susan Morris
James Edward Oates
Karen Roberts
Teresa Spayne
Pamela Sullivan

Customer Services Manager
Jane Henley MA Oxon MA Sheffield

Customer Services Team Leader
Paula Mountain-Agar

Interlibrary Loans Team Leader
Margaret Dillon BA (Hons) York

Interlibrary Loans Assistants
Elaine Hickes
Lisa Hopwood

Customer Services Assistants
David Balderson BSc (Hons) York
Susan Clowes
Vicki Crow
Sonja Gardner BA (Hons) Stirling NVQ ILS level 3
Eleanor Hall
Susan Lazenby
Ruth MacMullen York
Margaret McGart
Amanda Mosses
Patricia Ruddle
Jessica Stephens MA Liverpool
Linda Thomas
Victoria Watt MA Edinburgh MA Northumbria

Evening and Weekend Supervisors
Marie Kelly BA (Hons) Kent
Catherine Lewisley
Andrew Mulholland BSc (Hons) Surrey NVQ ILS level 3

Evening/Weekend Assistants
Nicola Beard
Helen Clarkson BSc (Hons) Leeds
Zoe Devlin BA (Hons) MA Sheffield PhD York
Caroline Frow BA (Hons) Bristol BA (Hons) Open MA Open
NVQ ILS level 3
Sonja Gardner BA (Hons) Stirling NVQ ILS level 3
Tulika Jaiswal
Carl Jones
Doreen Leach MA London
Janet Marsham
Janice Tindall
Helen Watkins

King’s Manor Library Assistants
Jennifer Basford BA (Hons) Nottingham MA York
Marie Kelly BA (Hons) Kent
Naomi Preston MSc Napier BSc (Hons) Open University

Photocopying Assistants
Elaine Harton
Lyn Wilson Teachers Certificate Northumberland College of Further Education

Facilities Manager
Keith Arnold

Attendants Team Leader
Simon Duckett BA (Hons) Lancaster

Attendants team
Victoria Armitage
Clive Baker
Mary Anne Blades
Monica Clua Losada  
Kevin Cooper  
Ethan Connor BA (Hons) York  
Naoko Evans  
Dorothy Gent  
Stephen Liddle BA (Hons) Reading  
Barrie Pearson  
Sheila Robins  
Kathleen Jeanette Senior  
Kwame Yelbert  

Borthwick Institute  
Keeper of Archives  
Christopher Webb BA Durham DAA Liverpool MA York FRHistS RMSA  

Office Manager  
Sara Slinn MA Oxon  

University Records Manager and Archivist  
Charles Fonge BA (Hons) DPhil York MA (ARM) University College London  

Wellcome Project Conservator  
Alison Fairburn Dip Archive Conservation  

Conservation Assistant  
Catherine Dand BA (Hons) Durham  

Archivists  
Philippa Hoskin MA Oxon DPhil Oxon DAA Society of Archivists FRHistS  
Amanda Jones BA (Hons) MA PhD Warwick MA (ARM) University College London  
Katherine Webb (York Hospital Trust) BA (Hons) DAA University College London PhD Manchester  

Archive Assistants  
Emma Dobson BA (Hons) York  
Victoria Hoyle MA (Hons) St. Andrews MA York  
Danna Messer BA (Hons) Denver MA York  
Alexandra Mould BA (Hons) York MA York  

Research Assistants  
Helen Carrel MA Cantab MA York PhD Cantab  
Simon Sandall BA (Hons) MA PhD East Anglia  
Emma Watson BA (Hons) Hull MA PhD York  

Appointments and Promotions between 1 Oct 08 and 30 Sept 09  

Georgios Alexopoulos, Weekend Shelving Assistant (Oct 08)  
Julie Bates, Office & Projects Manager (Oct 08)  
Jo Black, Executive Assistant (Oct 08)  
Lucy Cook, Library Assistant (Oct 08)  
Zoe Devlin, Weekend Library Assistant (Oct 08)  
Ruth Macmullen, Library Assistant (Oct 08)  
Catherine Markham, Weekend Library Assistant (Oct 08)  
Amanda Mosses, Library Assistant (Oct 08)  
Victoria Armitage, Weekend Attendant (Nov 08)  
Kimberley Hackett, Records Management Assistant (Nov 08)  
Alexandra Mould, Archives Assistant (Nov 08)  
Katie Hill, 1 year promotion to Senior Library Assistant (Dec 08)  
Jennifer Basford, King’s Manor Library Assistant (Jan 09)  
Kathy Boyd, Bibliographic Services Team Leader (Jan 09)  
Catherine Markham, Library Assistant (Jan 09)  
Martine McCormick, Administrative Assistant (Jan 09)  
James Towe, Family Fund Archivist (Jan 09)  
Clare Miller, Library Assistant (Feb 09)  
Simon Sandall, Research Assistant (Feb 09)  
Kwame Yelbert, Evening & Weekend Attendant (Mar 09)  
Monica Clua Losada, Evening & Weekend Attendant (Apr 09)  
Kathleen Jeanette Senior, Evening & Weekend Attendant (Apr 09)  
Jessica Stephens, Library Assistant (Apr 09)  
Olivia Else, Academic Liaison Librarian (May 09)  
Clare White, Academic Liaison Librarian (May 09)  
Anthony Wilson, Academic Liaison Librarian (May 09)  
James Edward Oates, Shelving Assistant (May 09)  
Elizabeth Waller, Deputy Director and Head of Strategic Development (May 09)  
Keith Arnold, Facilities Manager (Jun 09)  
Andrew Mulholland, Evening & Weekend Supervisor (Jun 09)  
Helen Watkins, Evening Library Assistant (Jun 09)  
Vanya Gallimore, Academic Liaison Librarian (Jul 09)  
Alison Robson-Kaye, Academic Liaison Librarian (Aug 09)  
Susan Clayton, Academic Liaison Assistant (Sept 09)  
Nigel Thomas, Digital Library Developer (Sept 09)
Staff departures between 1 Oct 08 and 30 Sept 09

Tracey Stanley, Head of Planning & Resources (Oct 08)
Sophie Pointon, King’s Manor Library Assistant (Oct 08)
Simon Harris, Research Assistant (Nov 08)
Bronach Kane, Research Assistant (Dec 08)
Sara Gilby, Evening and Weekend Attendant (Jan 09)
Lydia Stirling, Conservation Assistant (Jan 09)
Gaynor Evans, Evening and Weekend Supervisor (Mar 09)
Cheryl Brookes, Library Assistant (Mar 09)
Valerie Martin, Library Assistant (Mar 09)
Nicholas Eden, Shelving Assistant (Apr 09)
Rachel Hazelwood, Evening Library Assistant (Apr 09)
Fiona Stewart, Library Assistant (May 09)
Gordon Smith, Photographer and Buildings Manager (May 09)
Steven Riley, Weekend Shelving Assistant (Jun 09)
Cecile Brich, King’s Manor Library Assistant (Jul 09)
Trevor Cooper, Conservator (Jul 09)
James Towe, Family Fund Archivist (Jul 09)
Kimberley Hackett, Records Management Assistant (Aug 09)
Justine Winstanley-Brown, Archive Trainee (Aug 09)
Georgios Alexopoulos, Weekend Shelving Assistant (Sept 09)
Lyn Wilson, Shelving Assistant (Sept 09)

The Library & Archives bade farewell to one of its longest-serving members of staff last year, when Gordon Smith retired in May 2009 after over forty years working for the University as a photographer. Gordon recorded University events, new buildings and succeeding generations of students; he also provided high quality reproductions of library materials to support research and teaching. In the latter part of his career, he assumed facilities management responsibilities for the library buildings, including health and safety. Gordon’s ready smile and cheerful manner will be much missed by his colleagues in the Library and throughout the University.
Appendix Two

Library & Archives staff – external activities

Papers given

Helen Carrel
Arrant whores and unpaid tithes: an introduction to the York Cause Papers Project (with Dr Simon Harris), Clergy and Society in England and Wales c. 1200-1800, Institute of Historical Research, University of London, March 2009

Philippa M Hoskin
Genealogy in the Church Court, Medieval Records for Family and Local History, July 2009
People in Charters, Medieval Records for Family and Local History, July 2009
Introducing the Church Courts at Marriage Murder and Midwives, Tadcaster Local History Day, April 2009
English Bishops Chanceries revisited address to Ranulf Higden Society, March 2009
Chairing session on Church Court Records at Clergy and Society in England and Wales c. 1200-1800, Institute of Historical Research, University of London, March 2009

Victoria Hoyle
The Tudors in the Archives, York Learning Festival, York, June 2009

Danna Messer
Women and Medieval Welsh History, Academic Research Presentation Day, British Federation of Women Graduates, North-west Region, Liverpool
The Wife in Twelfth and Thirteenth-Century Wales, 2nd Annual Post-graduate History Forum, University of Aberystwyth, January 2009
The Wife in Twelfth and Thirteenth-Century Wales, Gender and Generations Conference, University of Glasgow, September 2008

Sara L Slinn
A Difference of Degree: non-graduate candidates for Holy Orders in the diocese of York 1800-1847 Modern Religious History Seminar, Institute of Historical Research, London, November 2008

Simon Sandall
‘The wild humours of those Robin Hoods’: custom, work and the articulation of popular memory in the Forest of Dean, c.1590-1640 at the Social History Conference, University of Warwick, April 2009
Women and the church courts in eighteenth-century Yorkshire, University of East Anglia, May 2009
Tithes, custom and religious governance in the early modern English town: Tadcaster in the seventeenth-century, Institute of Historical Research, September 2009
Tadcaster in the seventeenth- and eighteenth-century church courts and Women, matrimony and the church courts in eighteenth-century Tadcaster, Tadcaster History Day

Karen M Smith
Developing an embedded Information Literacy Programme in a new medical school and an established Health Science department curriculum: two case studies, European Association of Healthcare Librarians Workshop, Dublin, June 2009

Sarah Thompson
The work of a Serials Librarian, UKSG Serials Roadshow, Manchester Metropolitan University, February 2009
E-books in academic libraries: lessons learned and new challenges, (co-presented with Steve Sharp of the University of Leeds), Breakout sessions held at the 32nd UKSG Conference, Torquay, March/April 2009
Customers with Great Expectations – and how academic libraries are changing in response, Swets Customer Event, University of Leeds, June 2009
E-book selection, acquisition and cataloguing: a University of York case study, National Acquisitions Group seminar, July 2009: The virtual supply chain – buying ebooks for academic libraries, held at the Bar Convent, York

Stephen Town
LibQUAL+: background and experience, Consortium of National University Libraries (Ireland), Dublin, January 2009
ARL and SCONUL assessment initiatives: synergies and opportunities, Qualitative and Quantitative Methods in Libraries International conference, Chania, Crete, May 2009
LibQUAL+: development in the UK and beyond, Qualitative and Quantitative Methods in Libraries International conference, Chania, Crete, May 2009
LibQUAL+: engagement and action (workshop), Qualitative and Quantitative Methods in Libraries International conference, Chania, Crete, May 2009
(with Stanley, T and Killick, S) SPEC Kit 303 in the UK and Ireland: a survey of performance measurement and assessment practice in SCONUL member libraries, 8th Northumbria International conference on Performance Measurement in Libraries and Information Services, Florence, August 2009

24
conference on Performance Measurement in Libraries and Information Services, Florence, August 2009
From values to value measurement: a metaphysical enquiry (plenary), 8th Northumbria International conference on Performance Measurement in Libraries and Information Services, Florence, August 2009
Five pieces of good advice for bad times (panel), 8th Northumbria International conference on Performance Measurement in Libraries and Information Services, Florence, August 2009
LibQUAL+ Exchange (workshop), 8th Northumbria International conference on Performance Measurement in Libraries and Information Services, Florence, August 2009
Value and Impact workshop for the Library Directors of the Innovative Research Universities (Australia), September 2009

Publications
Julie Allinson

Julie Allinson and Elizabeth Harbord
SHERPA to YODL-ING: Digital Mountaineering at York Ariadne, Issue 60, July 2009 (http://www.ariadne.ac.uk/issue60/allinson-harbord/)

Roger Butler-Ellis

Helen Carrel
The ideology of punishment in late medieval towns, Social History 34:3 (2009)

Philippa M. Hoskin
English Episcopal Acta 34: Worcester 1186-1216, ed. with Mary Cheney, David Smith and Christopher Brooke (OUP for the British Academy, 2008)
Holy Bishops and Political Exiles: St Richard’s Cult and Political Protest in the late thirteenth century in Richard of Chichester ed. P. Foster (2009)

Sara L Slinn

Karen M Smith

Tracey Stanley
(with Killick, S) Library Performance Measurement in the UK and Ireland (2009) ARL/SCONUL

Sarah Thompson
E-books in academic libraries: lessons learned and new challenges (Co-authored with Steve Sharp, University of Leeds)
Based on breakout sessions held at the 32nd UKSG Conference, Torquay, March/April 2009
Serials: The Journal for the Serials Community, Volume 22, Number 2 July 2009

Representation on external bodies
Julie Allinson
Dublin Core Usage Board
JISC Common Repository Interfaces Group
OAI-ORE Liaison Group
JISC Rapid Innovation Grants, bid marker

Kingsley Boulton
Ex Libris Products User Group, UK and Ireland

Sue Cumberpatch
JIBS User Group, Chair
JISC E-Books Observatory Project Board
Bloomsbury Academic (publisher), Library Advisory Board

Lisa Foggo
Web officer for CILIP Yorkshire and Humberside
University, College and Research group
CILIP Mentor Support Officers (Yorkshire & Humberside)
JISC Film and Sound Online Working Group

Charles R Fonge
Canterbury and York Society, Secretary
Records Management Society HE/FE Records Management
Information Compliance Group National Archives Network Steering Committee
Elizabeth Harbord  
British Library Document Supply Futures Steering Committee  
Heads of Customer Services Forum (University Libraries)  
White Rose/British Library Collaborative Collection Management Project  
White Rose Research Online Management Group  

Jane Henley  
Inspire  
Open Rose Group  
SCONUL Access  

Philippa M Hoskin  
British Academy English Episcopal Act Project, Secretary & General Editor  
Canterbury and York Society, General Editor  
Lincoln Cathedral Library Advisory Committee  
SC8 Project Advisory Committee, Nottingham University Honory Teaching Fellow in Centre for Archive and Information Studies, University of Dundee  

Catriona Kemp  
HER KILS (Hull & East Riding Knowledge & Information Library Services) Group  
JIBS Ovid User Group  
Regional UC&R Committee (University College and Research Group)  
UHMLG (University Health and Medical Librarians Group)  

Kirstyn Radford  
British and Irish Association of Law Librarians  
EU Databases User Group  
Yorkshire Universities LIS Information Skills Group  

Sara L Slinn  
Yorkshire Archaeological Society, Parish Record Section Committee, Chair  

Karen Smith  
European Association of Healthcare Librarians JIBS Ovid User Group  
White Rose Advocates Group  
Yorkshire H E Health Librarians  

Sarah Thompson  
Cambridge Journals Online Advisory Group  
JIBS Ebsco Enhancement Group, Chair  
MyiLibrary User Group  
NEYAL Journals Group  
SWETS International Customer Advisory Board  

Stephen Town  
Conference Planning Committee, Library Assessment Conference  
Editorial Board, Northumbria International Conference on Performance Measurement in Libraries  
Editorial Board, Performance Measurement and Metrics  
LibQUAL+ Steering Committee  
White Rose Library Directors meetings  
York Country House Partnership  
York Libraries Forum  

Liz Waller  
SCONUL Space Planning Working Group  

Christopher C Webb  
Aberystwyth University Archive Administration MA, External examiner  
MAPLE (Major Archives Projects Learning Exchange, National Council on Archives)  
MLA Designation panel  
Music Preserved Council  
Pilgrim Trust grants panel  
Yorkshire Archaeological Society Record Series, Secretary & General Editor  
Yorkshire Archive Managers’ Forum  

Katherine Webb  
Health Archives and Records Group  

Martin Wilkinson  
IEEE UK Users Group
Thank you to the Library & Archives staff who have contributed to the Annual Report:

Jim Adamson
Julie Allinson
Jo Black
Kingsley Boulton
Sue Cumberpatch
Christine Ellwood
Sue Elphinstone
Lisa Foggio
Elizabeth Harbord
Jane Henley
Philippa Hoskin
Amanda Jones
Karen Smith
Sara Slinn
Stephen Town
Liz Waller
Clare White
Martin Wilkinson
Tony Wilson
Christopher Webb