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Welcome to the Information Annual Report for the University of York for 2011-12. This is the first time we have produced a report that covers the full spectrum of activity for the Directorate and includes updates from our Library, Archives and IT Services. I hope you enjoy the report and would welcome any feedback on its new format.

This year has seen a step change in a number of areas of our provision. The £20m Library Refurbishment project completed in March 2012 and was opened by author and York alumnus Anthony Horowitz. The refurbished Library provides a modern, refreshing environment for research and study with a variety of study spaces that have proven very popular with our users. Our position as a leading academic library is reflected in these new facilities and in our invitation this year to join the prestigious Research Libraries UK group.

Collaboration across the University and beyond has improved through the adoption of the Google Apps for Education suite. York is one of the first universities to adopt Google Apps for both staff and students, putting the University at the forefront in this area. The York Print Plus project has also seen us roll out high quality printing facilities for staff and students which are more environmentally friendly and save costs overall.

We continue to develop our systems for accessing information content and have been working this year on becoming an early adopter for the Alma Library Management System. In addition, a number of digital library developments have been launched, in collaboration with academic departments and other organisations.

Our work within the wider community has also continued as the Sir Alan Ayckbourn Archive project recruited a Comedy Outreach Officer to work with young people between 14 and 18 years old, engaging them with the archival material.

Staff from across the University have been involved in the developments outlined in this report, both inside and outside of the Directorate. I am grateful to all the efforts of staff involved and for the support and investment provided by the University to achieve these.

This report showcases a number of our achievements over the past year. I hope you enjoy it, and welcome any feedback on it or our broader activities.

stephen.town@york.ac.uk
October 2012
“The new extension on the library is brilliant and it really encourages you to learn. It’s just very pleasant to see that the University has invested such a large amount of money into our learning. I love it!”

Library survey, 2012
As an early adopter we continue to work with Ex Libris on the development of Alma, the new Library Management System. Online academies and functional training sessions have taken place throughout the year for staff across Content and Customer Services and implementation is currently scheduled for mid-late 2013.

Collection Profiles

In order to systematically review library book collections in a quantitative and qualitative manner York is developing a “Collections Profile” tool. The intention is to inform future collection development and management decisions and to identify potential stock for withdrawal.

The subject area Language and Linguistic Science was used as a case study. The main objectives of this study were:
- to provide information on resources (within a national context)
- to increase content awareness
- to improve the quality of collection development
- to maximise cost effective use of shelf space.

The reaction to the tool has been very positive and the Library intends to create reports for all departments in due course.

Copac Collection Management (CCM) project

We have also been working with Leeds and Sheffield libraries, RLUK and Mimas (who manage and develop the Copac catalogue which includes the holdings of RLUK and other research libraries) to develop a tool and policies to support collaborative collection management and development. The aim of the CCM tools is to “promote efficient management and exploitation of collections pursuing excellence in research, and safeguarding long term access to materials”.

This project continues to be very well received in the Library community and JISC continue to fund the project throughout 2013.

Electronic Texts Service

The Library now offers an Electronic Texts Service that makes digitised versions of chapters and articles for course reading available electronically and as such improving access for students to their essential reading.

The service has already had a significant impact: student satisfaction with scanned items used on the History departments “Histories and Context” module was over 97%. The following comments were also received:

“The use of so many scanned readings was a huge improvement over last year’s courses.”

“Cannot rave enough about VLE readings. Not competing for books is perfect.”

All of the above work is contributing to a new Collection Management and Development Strategy across the Library and Archives.
E resources acquired - 2011/2012

Abstracting and indexing databases

ARTbibliographies Modern: covers all forms of modern and contemporary art with abstracts of journal articles, books, essays, exhibition catalogues, PhD dissertations, and exhibition reviews. The database contains over 400,000 records with more than 13,000 new entries added each year.

Design and Applied Arts Index: abstracts and bibliographic records for articles, news items, and reviews published in design and applied arts periodicals from 1973 onwards. The areas covered by DAAI include ceramics, glass, jewellery, wood, graphic design, fashion and clothing, textiles, furniture, interior design, architecture, computer-aided design, computer-generated graphics, animation, product design, industrial design, garden design, and landscape architecture.

Archive and manuscript collections

Parker Library on the Web: an interactive, web-based workspace designed to support use and study of the manuscripts in the historic Parker Library at Corpus Christi College, Cambridge. It gives access to almost 200,000 manuscript page images, page images of secondary sources, manuscript descriptions, and extensive bibliographic data. The manuscripts date from the 6th to 16th centuries and include works on various subjects such as theology, music, history, travel, alchemy and politics.

Electronic book collections

Brepols Miscellanea Online - Essays in Medieval Studies (1998 – 2012): the full text of over 300 miscellany volumes with over 5,000 essays covering a wide range of subject areas in Medieval Studies.


Literature Criticism Online - Drama Criticism: the full-text of the first 45 volumes (1991-2012) in Gale’s Drama Criticism series providing in-depth coverage of over 150 dramatists and their works drawn from the literatures of all eras and all parts of the world. Each entry provides an introductory biographical essay, a primary bibliography and a selection of full-text or excerpted criticisms reproduced from books, magazines, literary reviews, newspapers and scholarly journals.

Palgrave Politics and International Relations: a selection of 83 titles from Palgrave’s respected Politics and International Relations collection.

Royal Society of Chemistry eBook Collection, 2012: 40 new titles published in 2012. The University now has online access to the full text of almost 1,000 high quality chemical science books published by the RSC from 1968 to 2012.

Reference resources

Marine Digimap: gives access to marine and coastal zone mapping from SeaZone Ltd. The service includes raster marine maps of various scales and detail (derived from Admiralty Charts) and vector thematic marine data suitable for advanced spatial analysis, and customised mapping. The University now has access to all the services in the Digimap suite (Marine, Historic, Geology, Ordnance Survey Collection).

Oxford Bibliographies Online - Criminology: an authoritative guide to the essential literature across the various subfields of criminology. Sources covered include journal articles, reference works, monographs and book chapters.

Oxford Bibliographies Online - Social Work: an up-to-date and authoritative guide to the literature across a wide range of topics in social work. Sources covered include journal articles, reference works, monographs and book chapters.
DIGITAL LIBRARY DEVELOPMENTS

Collections
The collections in the Digital Library continue to expand and highlights for 2010-2011 include:
- Archaeology slide collection - over 4,500 slides now available
- Vickers instrument archive images - nearly 7,000 images added from the Borthwick Institute for Archives
- Growing Masters Theses collection, with nearly 700 theses now available
- All exam papers from the past five years.

Website
The Digital Library itself has been updated to make a number of improvements to the interface. The work was based on usability testing conducted by a student, allowing a number of improvements to be made. The Digital Library has seen growing use this year, with over 20,000 unique visitors.

The web pages about the Digital Library have also been updated to provide further information about the collections, more information for contributors and a quick search function. The pages can be found at: www.york.ac.uk/yodl.

Externally funded projects

Artworld
The ‘Art world in Britain 1660 to 1735’ project launched in October 2011, offering online sources and research tools relating to the arts in early modern Britain. The project is a collaboration between the University Library, the History of Art Department and Tate Britain and is funded by the Arts and Humanities Research Council (AHRC).

As part of the project, the Digital Library has provided technical development for the ‘Art world in Britain 1660 to 1735’ website which publishes primary sources and research tools for the study of the arts in Britain between the restoration of Charles II and the opening of Hogarth’s St Martin’s Lane Academy.

IRIS – Instruments for Research into Second Language Learning: Establishing a Digital Repository

The Digital Library also continues to provide technical development and infrastructure to the Economic and Social Research Council (ESRC) funded IRIS project, a collaborative project between University of York Department of Education and Georgetown University. IRIS, a free and public resource, is a collection of instruments, materials and stimuli used to elicit data for research into second and foreign languages. Materials are freely accessible and searchable, easy to upload (for contributions) and download (for use).
Internal projects

History of Art research portal
The Digital Library continues to develop a research portal to be launched in 2013, for the Department of History of Art. Its objective is to provide a multimedia portal to showcase the Department’s research activities, including recordings of lectures and an exhibition site for William Etty: Art and Controversy, a major exhibition held at York Art Gallery.

York Cause Papers
The York Cause Papers website was launched this year, allowing access to 13,000 records. The Cause Papers are records of the church courts in the diocese of York, housed in the Borthwick Institute for Archives. They are the most extensive records of their type in the United Kingdom, dating from the 14th – 19th Centuries and covering Yorkshire and beyond.

Following on from the rapid digitization project work is now ongoing to upload these into a repository and make them available to the public. This work will allow users of the current database for the Cause Papers to link through to high quality images of each Cause Paper page, and interact by zooming, panning and, later, turning the pages. This interface will be launched at the end of November.
“The Cause paper database is fantastic”
Comment card, 2012
2011/2012 has seen important changes to the Borthwick’s staff structure to enable us to meet key challenges in the years ahead; in particular the appointment of a digital archivist. This refocusing of our activities has inevitably meant some disruption, but traditional activities have continued, with a welcome increase in in-person visitor numbers, alongside new projects and continued demand for our services and expertise.

Access

The numbers of in-person daytime visits to the searchrooms increased this year by 11% (to 3,409). The figure represents exclusively daytime search room use and reflects the minimum number of researchers using the physical facilities. The Borthwick website itself attracted 101,496 unique visitors this year.

New archives

There were many additions to existing archives, with the overall numbers of accessions being broadly similar to those of previous years.

Significant acquisitions for 2011 include:
- Alan Ayckbourn, playwright: play scripts, personal correspondence, diaries, video documentaries, theses, photographs, sketches, minutes of Scarborough Theatre Trust c1957-2011
- Joseph Rowntree, manufacturer and philanthropist: letters to first and second wives, and to Rowntree and Seebohm family members 1840s-1907
- Trevor Wishart, composer: music scores, programme notes, reviews, writings, talks, diaries, books, photographs, transparencies, audio works and interviews, film and video works, digital audio records c1973-2011

Projects

Sir Alan Ayckbourn archive

After last year’s purchase of this significant archive, the Ayckbourn project was lucky to recruit Tom Wright, a skilled and experienced theatre director to become the project’s Comedy Outreach Officer. Tom works with the archivists and conservators at the Borthwick to demonstrate the link between imagination, creativity, script and play to young people aged between 14 and 18. Over 500 young people have had the opportunity to visit the Borthwick, see and use this unique archive, learn how this modern material fits alongside much older material, and how we care for it. Their theatre practice at the Borthwick is complemented by practical experience in the Department of Theatre, Film and Television. This work has been supplemented by two open events at TFTV, and by the creation of an online resource (which will go live in 2013).

Cause Papers in the Diocesan Courts of the Archbishopric of York 1300-1858: a rapid digitisation project funded by the Joint Information Systems Committee

Working with York’s Digital Library team, the cause paper images went live in November 2011, as a result the monthly totals of visits to the cause paper site more than doubled.
In total the database registered nearly 12,000 visits from 51 countries between March 2011 and February 2012, 50% of which were from the US. Access to the database alone registered an average of about 645 visits per month and monthly visits increased to over 1,000 in all subsequent months, with a peak of 2,700 in January 2012.

As a result of this project, the cause papers now form a coherent strand in our outreach work. They will be featured this coming year at the Doncaster History Fair and two other family history society visits are booked for 2012-13 to study the cause papers.

**National Digitisation Consortium**

The Borthwick is contributing to this national project, co-ordinated by the National Archives, to make images of school registers and log books available online. As the Borthwick holds only a relatively small number of such records, we are contributing records and advice, rather than playing a major role as a project leader.

**Parchment and DNA**

The pilot project to investigate DNA in historical parchment has moved forward at York due to the appointment of a Marie Curie Fellow where the work has concentrated on spectroscopy. The results show that it is possible to identify species from which parchment is made with a very high degree of accuracy. These findings have implications for conservation, but also for history: stock management, local agrarian economies and theology are all implicated. It is too early to do more than report in outline, since the academic papers describing this work are yet to be published.

**Outreach**

The Borthwick continues to attract a wide range of special interest visits from archive professionals, local and family history societies, and from organisations seeking advice on conservation or how to begin the process of gathering together their archives.

We continue to work in partnership with the University’s Lifelong Learning and Widening Participation units and curate an exhibition at York Hospital which highlights their archive and is seen by many thousands of patients, visitors and staff each year. The exhibition subjects this year included a signature of Prime Minister Harold Wilson in a hospital visitors’ book and a display of a 1953 tablecloth embroidered with the signatures of senior medical and nursing staff.

**The media**

This year we assisted the popular BBC programmes Restoration Home, The One Show and Who Do You Think You Are in which we helped to trace the ancestor of a celebrity who worked at Rowntree and Co in the first half of the 20th Century.
Preservation and conservation

The Atkinson Brierley project

With the recruitment of a small group of volunteers, and the implementation of their training under the care of the Conservation Technician, the conservators have been able to concentrate on the more difficult problems posed by this archive which include plans on fragile tracing paper, which is now brittle and acidic. A number of different techniques have been applied to these papers to try and find the most appropriate and efficient method of treatment.

Freedom of Information

Freedom of Information enquiries dealt with by the Records Management Team have continued to show a year on year increase and requests for this year are up by 38%. Data Protection subject access requests generally run at a much lower level than FoI enquiries. However, 2011 brought a 100% increase on the number received in 2010, and so far, 2012 has brought a further 19% increase. The complexity and implications of these requests require that considerable time is spent on them.

Significant progress was made this year in creating and updating information-related policies for the University through the auspices of the newly created Information Policy Executive, and greatly assisted by the addition of a part-time member of staff.
“Quite frankly, I think the IT services at York are second to none. Thank you for such a great service!”

IT Survey, 2011
The IT Services survey was conducted between 28 November and 19 December 2011 using the web based instrument TechQual+ (www.techqual.org). The University of York was the first higher education institution in the UK to use the survey, which was modelled on the LibQUAL+ instrument developed by the Association of Research Libraries.

The survey contained 18 core questions, covering three dimensions of IT services:
- Connectivity & Access
- Technology & Technology Services
- The End User Experience

Five questions based specifically on our IT provisions at the University of York, and an open ended question asking for further comments, were also added. For each question users were asked to indicate their minimum service level, desired service level and perceived service performance. The analysis of results utilises a gap theory approach to identify where IT Services are meeting, exceeding or falling short of user’s expectations.

**Respondents**

We received a total of 1,869 responses to the survey, of which 71% of respondents were students, 25% were non-academic staff and 4% were academic staff.

**Results analysis**

Areas where we are meeting user needs and expectations:
- opportunities to provide feedback
- support staff
- IT classrooms
- online services.

Areas identified for improvement:
- wireless coverage
- printing and scanning facilities
- email service
- speed/bandwidth on the wired network
- university services on mobile devices
- calendar service.

The results and comments from the survey have allowed us to focus on where we need to improve our services and will be drawn upon in the new Information Strategy. As the TechQual+ survey has also been used by hundreds of institutions internationally it has also provided the opportunity for benchmarking between institutions and helps to identify best practices.
IT Services survey comments

The user comments we received from the survey were grouped by theme and have provided additional information we can draw upon in order to improve our services. We also received many positive comments from users, which reflect the improvements we have made and the positive attitude of our staff.

“I think the recent changes to Google email and calendar have been really positive. Also, I really like the print cloud. The IT support staff are all nice and helpful.”

“The new printing system is infinitely better than the old one. The new computer system is also far better. The IT services at the Uni have come on greatly in recent years.”

“Overall service and facilities have been excellent. Move to thin client PCs is welcomed as a green innovation: more encouraged! :)

“Having timetables available for Google calendar is great; it would be nice if the examinations timetable were also available.”

The full report from the survey can be downloaded from: www.york.ac.uk/it-services/feedback/survey

Head of IT Services, Heidi Fraser-Krauss with survey winner Christopher King
INFRASTRUCTURE

During the last year members of the Infrastructure Team have provided networking support for a number of new developments across the University. This includes support for the following buildings:

- York Sport Village
- Langwith College
- The Plasma Institute
- Chemistry E Block
- Hyperpolarisation building.

This has led to over 3,000 network ports being added to the infrastructure and 90 new wireless access points to improve Wi-Fi coverage across the campus. To achieve this the team installed 177km of copper cable.

As well as supporting a diverse array of user devices, the infrastructure also supports Facilities Management devices that require a robust and secure network connection, such as IP phones, Electronic Point of Sale, door locks, car park barriers, CCTV and Building Management Systems. Uniquely for the Sport Village, the network also supplies Internet access to the public in the Sports Village and uniquely also to the cardiovascular machines.

Print Plus

The York Print Plus service was introduced in public areas (Library buildings and IT classrooms and study areas) at the start of the 2011/12 academic year and the roll out to staff offices has continued throughout 2012. New print devices have been installed in each building in consultation with staff to make sure that they are available in the most useful areas.

The York Print Plus service offers a number of benefits, including:

- print, copy and scan from anywhere on campus
- ability to send documents to a central queue, then collect from any York Print Plus device
- wide availability of alternative printers if one is out of action, with no need to resend work
- printing from the wireless network, a study bedroom or from home
- ability to login to printers quickly by swiping your University card
- default printing is duplex – saves money and helps the environment.

The printers offer faster printing as well as financial and environmental savings. Once fully rolled out, the University as a whole could achieve the following environmental savings over a period of three years:

- energy savings equivalent to the total amount of energy used by the average household over 86 years
- CO₂ savings equivalent to 351 return flights to Rome
- 24,500,000 sheets of paper saved.

Cloud

A number of University applications are now provided through cloud services, most notably the Google Apps e-mail, calendaring and collaborative suite. Cloud services have the potential to provide great enhancements to our services, and we have therefore convened a Cloud Working Group with a remit to advise the University on appropriate strategy and policy within this area.

Digital Workspace

In January 2012, IT Services launched the Digital Workspace Service (DWS). The service allows users to run a "virtual" version of the desktop from our service and access Windows and common university applications from their preferred device, be it a tablet computer, Mac, Linux or Windows PC. The service gives users access to both Windows XP and Windows 7 virtual desktops. A Linux desktop service will be introduced during 2013.

Wireless

The University has provided £1.2m of funding for improvements to the University wireless network over the next four years. Preparations are underway to rollout this programme, with staff working on identifying the areas with greatest need of Wi-Fi coverage to ensure the programme has a strong impact.
Google Apps project
The Google Apps project has been rolled out this year and has given all students and staff at the University of York access to a cutting edge suite of applications including email, calendar and collaborative tools. Google Apps has been hugely successful to date:
- over 80,000 files uploaded
- over 19,000 Google Documents created
- approximately 15,000 Google Spreadsheets created
- 4,600 GB of Mail Stored, with a total mail quota of 678 Terabytes
- over 4,000 active users of Google Calendar
...all provided to the University free of charge.

The service also integrates well with the existing Doodle service provided by the University, which allows staff and students to arrange meetings with internal and external collaborators and save these directly to their Google Calendar.

The rollout of Google has been supported by presentations to departments and knowledge sharing events to share stories of how the suite has been used. Examples have included academic staff using Google Docs to author joint papers, researchers using the tools to review learning materials and colleagues in Estates using the tools to manage work lists and monitor work for ISO accreditation.

Student and staff portal
After six months of planning, followed by concentrated development over the summer, the new student portal (www.york.ac.uk/students) was launched in October 2011 in time for the new University intake.

The portal provides easy access to personalised information such as news, today’s lectures and tutorials, library loans and links to departmental and college information. Most pages have a comments section allowing developers to gauge feedback and incorporate ideas into the planning process. The project team have created a long list of features that they wish to develop, and we plan to deploy these through a series of future releases.

The developments have also been used to implement a new staff portal (www.york.ac.uk/staff) which offers similar personalised features to University staff.

Replay (Lecture Capture Recording)
“Replay” is a new service lecturers can use to record presentations and additional teaching material on their own computer at any time, and publish the results in a given VLE course site. Recordings are made using desktop software which is easy to install and use on Macs or PCs. As well as recording video of the computer screen content, alongside video or audio from a webcam or microphone, the software also provides editing tools.

The service will be introduced more widely over the next academic year (2012-13) and will be gradually built up as knowledge and feedback is gathered.

DropOff Service
A new service was launched this year allowing users to easily exchange files, both with other members of the University and with external collaborators. The DropOff Service allows the exchange of files solely with the intended recipient, and is run on computers at the University.

It can be used by:
- an external person to send files to a member of the University
- a member of the University to send files to an external person
- members of the University to send files to one another member
- a member of the University to request files from another party.

People often exchange files by sending them to the recipient as an email attachment. However, this is not appropriate if the file exceeds the maximum attachment size or, for contractual reasons, cannot have its content stored on an external system such as the University’s Google Mail service.

The DropOff service helps by:
- allowing upload of a sets of files (a “drop-off”) to the DropOff Service at its University of York hosted web site
- supporting filesets up to 20 Gb in size.

For more information, see: www.york.ac.uk/it-services/facilities/dropoff
Exam timetables now included in students’ personal timetables

Developers have been working with the University timetabling office to synchronise examination dates into a students’ personal timetable, allowing this information to be available in one system for the first time.

E-invoicing

An electronic invoicing system has been introduced throughout the University, which reduces the amount of paper required in payment administration. The new system offers greater efficiency and environmental savings.

Continuous improvement

During the year the team has made a number of improvements to internal processes to allow for more effective systems development. These include the adoption of agile methodologies, allowing systems to be built in a more user-focussed, iterative manner. The team has also implemented change management processes, meaning that the impact of system changes are formally reviewed to ensure greater business continuity.
“The renovation made a real change to my work ethic. I now find it a relaxing and productive space that suits my needs be it silent study, group work or photocopying/printing”

Library Survey, 2012
Completion of the Library refurbishment project

2011/12 saw the completion of our two and a half year refurbishment programme with the final stages taking place over the summer; the creation of the Audio Visual and Music sections. We were pleased to welcome the author and York alumnus Anthony Horowitz to re-open the University Library on Saturday 16th June. Anthony enjoyed a tour of our new facilities and joined other guests over lunch in the Fairhurst building before unveiling a plaque after his talk in Central Hall.

24/7 opening

The summer term saw a pilot of 24/7 opening and we welcomed new colleagues to staff the overnight shifts. This has been very popular with nearly 16,000 customers using the buildings between 23:00 and 07:00 throughout the pilot period and 24/7, 362 opening will start at the beginning of the 2012-2013 academic year.

“The library has greatly improved since last year! :) I especially like the fact that it is open 24 hours, the improved searching engine for library resources and new policy on food.”

“There are so many good places to work depending on your needs as an individual or group and the 24/7 access is indescribably useful. Yay York Uni Library!!! :)”

“The University library has proved to be a veritable tool in achieving my academic targets in The University of York. The 24/7 service availability is quite commendable.”

Heslington East book drop facility

A new book drop facility was introduced this year on Heslington East. The book drop is located in the Ron Cooke Hub and allows students on the Heslington East campus to easily return items to the University Library.

IT classroom refurbishments

The summer vacation is always a busy time when we seek to improve our facilities across the University. This year we have updated the following IT classrooms across the campus:

- Wentworth W/N/036
- Derwent D/N/114
- Derwent D/N/016

Website improvements

The summer has also seen implementation of various improvements to services such as a revamped Library website www.york.ac.uk/library, subject guides http://subjectguides.york.ac.uk and a new study room booking system.
Flexible loans

Following an interesting talk from our colleague Heather Thrift from Sheffield University in December, a team of staff from across the Library embarked on a “LEAN” process review of our loans regime. This led to the introduction of a new flexible loans scheme on 6 September this year. We hope to report back on this in next year’s annual report.

Improving the student experience

A project which allows the Information Directorate to aid the University’s drive for continuous improvements to the student experience began early in 2012. Detailed discussions between Directorate staff and academics took place to discuss the development of resources and possible initiatives across the following areas:

- digitisation
- e-books/e-book packages
- fast track purchase
- learning materials for Information Literacy
- Patron Driven Access (PDA)
- printing/photocopying
- purchase of materials based on anticipated need
- quota of free ILLs
- reading list software
- wider software needs.

Implementation for this project will begin in the 2012/2013 academic year with feedback and communication propelling further developments into the 2013/2014 academic year.
We are keen to continue with the momentum achieved with providing new services and facilities to our users. In the next year we expect to see activity in the following areas:

**Customer Service Excellence®**

In 2013 we will be aiming for Directorate wide accreditation of Customer Service Excellence® (CSE), formerly Charter Mark. To achieve this we will be looking at improving customer service across the department by assessing all areas across the following dimensions:

- Customer Insight
- Organisational Culture
- Information and Access
- Delivery
- Timeliness and Quality of Service

**New information strategy**

The University Information Strategy is currently being renewed and our aim is to have a new five year Information Strategy in place for the 2013/2014 academic year.

During Spring and Summer 2012 a series of consultation events were held to capture input including sessions with departments, staff, business systems owners and students. The outputs of these sessions will be considered in October along with overall University strategies and other external inputs (such as analyst reports and horizon scans) with the first draft going to Information Strategy Group in December 2012.

**Continuation of the development of the Flexible Loans system**

The new Flexible Loans system introduced at the start of the 2012/2013 academic year is not a static service and is one that will continue to improve. Its aim is to develop in response to user needs, feedback and consultation throughout 2013 and beyond.

**Recruitment of new roles within the Directorate**

- **IT Security post**
  To help improve IT security at the University this new role will work with departments, advising on best security practices.
- **Business Analyst post**
  A Business Analyst will be appointed to improve the development of IT systems to help meet the needs of students and staff across the University.

**Wireless rollout**

As mentioned earlier in the report there will be a rolling programme across 2013 to improve wireless across campus with high footfall areas addressed first.

**Open access**

For some time, the international movement towards open access (OA) to research publications has been gaining momentum. Following recommendations made in the ‘Finch Report’ (‘Accessibility, sustainability, excellence: how to expand access to research publications’) the July 2012 Research Councils UK Policy on Access to Research Outputs set out the expectation that research papers resulting from research which is wholly or partially funded by the research councils shall be made available as open access. These requirements will begin to come into force from 1 April 2013.

A University-wide Open Access project will be led by the Information Directorate to help manage this transition. The role of the project is to ensure that appropriate policies, procedures, advice and training are in place to help York authors make their work available as open access and conform to RCUK regulations.

**Research data management**

In parallel to open access is research data management. The Directorate is jointly working with other departments across the University including the Research Office and Academic departments to provide guidance and support for managing, sharing and preserving research data.

This large scale project aims to identify and address the needs of the University of York for systems, processes and support for Research Data Management in line with the requirements of the research funding bodies.
APPENDIX ONE

Appointments and promotions between 1 Oct 11 and 1 Oct 12

New starters:
David Curtis, Evening Library Assistant (Oct 11)
Lydia Aarons, PA to the Director of Information (Oct 11, fixed term)
Helen Main, Administrator (Oct 12, fixed term)
Richard Spyve, Systems Administrator (Oct 12)
Roger Butler-Ellis, Administrator (Nov 11 return from secondment)
Karen Lilliman, Weekend Library Assistant (Nov 11)
Kieran Murphy, Weekend Library Assistant (Nov 11)
Doreen Leach, Weekend Library Assistant (Nov 11)
Maria Nagle, Library Assistant, York Minster Library (Dec 11)
Catherine Lewsley, Library Assistant (Dec 11, fixed term)
Gary Borwell, IT Infrastructure Manager (Jan 12)
Heidi Fraser-Krauss, Deputy Director and Head of IT Services (Jan 12)
James Coates, Administrator (Feb 12)
Susan Halfpenny, Academic Liaison Librarian (Feb 12 – move to open contract)
Michelle McCarthy, Business Systems Developer (Feb 12 – return from maternity leave)
Olivia Else, Academic Liaison Librarian (Mar 12 – return from maternity leave)
Ned Potter, Academic Liaison Librarian (Mar 12 – move to open contract)

Faye Woodham, PA to the Director of Information (Mar 12)
Kirsty Whitehead, Academic Liaison Assistant (Mar 12 – move to open contract)
Christopher Taylor, Records Management Assistant (Apr 12, fixed term)
Steve Chapman, Assistant Facilities Manager (Apr 12)
Emma Dobson, Archives Assistant (Apr 12 – return from maternity leave)
Karen Barnes, Facilities Assistant (Apr 12)
Mark Benson, Facilities Assistant (Apr 12)
Philip Breslin, Facilities Assistant (Apr 12)
Stephen Brown, Facilities Assistant (Apr 12)
Christine Grundy, Facilities Assistant (Apr 12)
Jenny Madeley-Bowes, Facilities Assistant (Apr 12)
Kathryn Law, Facilities Assistant (Apr 12)
Selina Wells, Facilities Assistant (Apr 12)
Sandy Busby, Facilities Assistant (Apr 12)
Helen Adcock, YorkPrintPlus Administrator (Apr 12)
Lisa Eveson (nee Foggio), Academic Liaison Librarian (May 12 – return from maternity leave)
Christian Hepworth, Systems Integrator/Developer (May 12)
Lydia Dean, Archives Assistant (May 12)
Vivien Burke, Facilities Assistant (May 12)
Victoria Wilkie, Senior Library Assistant (Jun 12)
David Curtis, Library Assistant (Jun 12)
Jen Mitcham, Digital Archivist (Jun 12)

Nicola Beard, Shelving Assistant (Jun 12)
Jonathan Cook, Shelving Assistant (Jun 12)
Nicholas Moriarty, Systems Administrator/Developer (Linux (Jul 12)
Helen Main, Administrator (Jul 12)
Geoff Short, Digital Workspace Administrator (Linux) (Jul 12)
Alex Sharaz, Network Services Specialist (Aug 12)
Heather Walker, Administrator (Aug 12 – return from maternity leave)
Michael Achola, Network Services Specialist (Aug 12)
Duncan Belk, Academic Liaison Assistant (Aug 12, fixed term)
Stephanie Jesper, Academic Liaison Assistant (Aug 12, fixed term)
Penelope Dunn, Academic Liaison Assistant (Aug 12, maternity cover)
Mahalia Bennett, Facilities Assistant (Sep 12)
Graham Huntington, Facilities Assistant (Sep 12)
Matthew Linnane, Facilities Assistant (Sep 12)
Richard Crossley, Facilities Assistant (Sep 12)
David Johnson, Facilities Assistant (Sep 12)
Alan Stephens, IT Operations Assistant (Oct 12)
Katie Burn, Project Officer (Oct 12)
Jessica Stephens, Project Support Officer (Oct 12)
Staff departures between 1 Oct 11 and 1 Oct 12

Staff leaving:
Emma Symons, Weekend Library Assistant (Oct 11)
Zoe Devlin, Weekend Library Assistant (Oct 11)
Suzanne Lockyer, Acting PA to the Director of Information (Oct 11)
Ellie Stevenson, York Minster Library Assistant (Oct 11)
Patricia Ruddle, Library Assistant (retired Oct 11)
Heather Walker, Administrator (Oct 11 maternity leave)
Karisha George, Facilities Assistant (Nov 11)
Paul McDonald, Shelving Assistant (Nov 11)
Ioana Herring, Library assistant (Nov 11 maternity leave)
Sarah Wilson, Finance Officer (Dec 11)
Aaron Berry, Weekend Shelving Assistant (Dec 11)
Alison Kaye, Academic Liaison Librarian (Dec 11 maternity leave)
Simon Duckett, Facilities Team Leader (Jan 12)
Geoff Houlton, Head of Business Systems (Jan 12)
Danna Messer, Archives Assistant (Jan 12)
Victoria Armitage, Facilities Assistant (Feb 12)
Karen Roberts, Shelving Assistant (Feb 12)
Jessica Stephens, Communications Assistant (Mar 12, move to an internal secondment)
Lydia Aarons, Acting PA to the Director of Information (Mar 12)
Lena Barrett, Archives Assistant (Mar 12)
Lydia Harris, King’s Manor Library Assistant (Mar 12)
Doreen Leach, Weekend Library Assistant (Apr 12)
Michael Whelan, Facilities Assistant (Apr 12)
Sarah Hume, Facilities Assistant (Apr 12)
Jeanette Senior, Facilities Assistant (Apr 12)
Christine Grundy, Facilities Assistant (Apr 12)
Stephen, Brown, Facilities Assistant (May 12)
Ben Thompson, Network Services Specialist (May 12)
Helen Watkins, Evening Library Assistant (May 12)
Vicky Wilkie, Library Assistant (May 12 – appointed to other internal post)
David Curtis, Evening Library Assistant (May 12 – appointed to other internal post)
Clare Miller, Library Assistant (Jul 12)
Paul Young, Digital Library Developer (Jul 12)
John Byrne, Portal Project Manager (retired Jul 12)
Antonio Jimenez-Milian, York Minster Library Assistant (Aug 12)
Chris Taylor, Records Management Assistant (Aug 12)
Jennifer Jenkins, Shelving Assistant (Aug 12)
Lucy Jaques, Electronic Texts Officer (Aug 12)
Elizabeth Harbord, Assistant Director (Services) (retired Aug 12)
Kieran Murphy, Weekend Library Assistant (Sep 12)
Kirsty Whitehead, Academic Liaison Assistant (Sep 12 maternity leave)
Tracy Willits, Facilities Assistant (Sep 12)
Katie Burn, Executive Officer (Refurbishment) (Sep 12 – appointed to new internal post)
Jessica Stephens, Library Assistant (Sep 12 – appointed to new internal post)
Margaret McTegart, Library Assistant (retired Sep 12)
Tanya Barnett, Business Systems Developer (Sep 12)
APPENDIX TWO

Information Directorate staff –
external activities

Papers and presentations given

Michelle Blake
Introduction to marketing within academic libraries

Kingsley Boulton

Locally created reports in ALEPH at York, Ex Libris Products User Group, UK and Ireland (EPUG-UKI) Meeting, March 2012.

Katie Burn and Kirsty Whitehead
Compromise vs integrity: practical tips on how to be a career chameleon. CILIP Career Development Group National Conference. November 2011. (awarded best paper at the Conference)

Arthur Clune
Implementing ISO27001. Networkshop 40 Conference, April 2012

Peter Halls
A user-centred approach to online Campus Mapping. ESRI Education GIS Conference, San Diego.

Catriona Kemp
Enhancing profile and improving the user experience: 12 months in a medical school library service. Poster presentation, Glasgow, HLG Jul 2012

Improving the user experience: measuring value and demonstrating impact over a one year period in the Hull York Medical School. York: UHMLG Jun 2012

Ned Potter
The time for libraries is now delivered to members of the Latvian Media, April 2012

New Librarians: this is your time delivered to the University of Latvia’s Library School students, April 2012

Marketing libraries recorded for DVD distribution to Latvian public libraries, April 2012

Using Prezi Interactive Maps to Increase Student Engagement. LILAC, Glasgow, April 2012


You already have a brand, here are 5 ways to influence it. CILIP New Professionals Day, London, May 2012

Professional Networking Tips for New Librarians delivered via webinar as part of the ALA (American Library Association)’s New Members Round Table virtual programme, June 2012

Marketing your library, marketing yourself. SLA Marketing event, Leeds, June 2012

Internal marketing for academic libraries delivered for the Bodleian Libraries, Oxford, July 2012

Creating interactive maps with Prezi. Information Literacy Group, Manchester, August 2012

Social media for organisations: getting the basics right. UK Electronic Information Group, York, September 2012

Stephen Town
JISC Collections AGM, Guest Speaker, November 2011

Taught an Executive Management Academy for South African librarians, Stellenbosch, South Africa, March 2012

SCONUL Conference: “LIBQUAL and other measurement initiatives”, April 2012

University Health and Medical Librarians Group Summer Residential. Presentation: “Measuring Impact, Demonstrating Value: A Personal Perspective”, York, June 2012

National Acquisitions Group Conference Opening Speech, York, September 2012


Katherine Webb
John Bowes Morrell 1873-1963, for the Yorkshire Philosophical Society in conjunction with the Oliver Sheldon Memorial Trust, November 2011

The Retreat, for Acomb Local History Group, May 2012

The Treatment of Mental Health in Dickens’ Time, to the York Branch of the Dickens Fellowship, September 2012
Publications

Michelle Blake
Blake, Michelle and Nicola Wright. Research postcards at the London School of Economics. In Personalising library services in higher education. 2012.

Ian Hall

Peter Halls
Campus Mobile? In GIS for Geoscientists, Zagreb: Hrvatski Informatički Zbor.

Ned Potter

Karen Smith

Stephen Town


Representation on external bodies

Gavin Atkinson
FreeBSD Core Team member (personal interest)

Michelle Blake
SCONUL focus editorial board

Katie Burn
Chair of the CILIP Career Development Group, Yorkshire and Humberside

Arthur Clune
Co-mentor for Google Summer of Code project for the Honeynet Project

Sarah Griffin
Committee member, CILIP Rare Books and Special Collections Group

Catriona Kemp
UHMLG (University Health and Medical Librarians Group) Committee Member
CILIP (Chartered Institute of Library and Information Professionals) Mentor

Jackie Knowles
Head of Customer Services Networking Group

Customer Service Excellence Networking Group
Open Rose Group

Ned Potter
CILIP & SLA Membership
Served on the SLA’s Online Content Advisory Council

Stephen Town
Conference Planning Committee, Library Assessment Conference
Editorial Board, Northumbria International Performance Measurement Conference
Editorial Board, Performance Measurement and Metrics
LibQual+ Steering Committee
The Value of Libraries for Research and Researchers, Project Board Member
Ex Libris Directors
RLUK Library Directors
White Rose Library Directors
SWETS UK Customer Advisory Board

Katherine Webb
York Civic Trust, ‘York Knowledge’ project: co-convenor, ‘Books, Articles and Public Archives’ section
HARG (Health Archives and Records Group) member

Awards and accolades

Catriona Kemp
University of York Vice Chancellor’s Teaching Award 2012
Acknowledgements

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Andrew Male
John Mason
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Paul Shields
Jessica Stephens
Stephen Town
Liz Waller
Christopher Webb