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Introduction

Welcome to the Information Annual Report 2012/2013

This academic year has been especially significant for Information at the University of York, and this report provides an opportunity to highlight our most notable developments.

2013 marked the University’s 50th Anniversary and we joined in this celebration by providing our users with 50 years of information. This decorative timeline was created for the walls of the Harry Fairhurst Building and unveiled to coincide with commemorative activities throughout the University.

2013 was also noteworthy for the renewal of our Information Strategy. This report allows us therefore to reflect on all we have done, while looking forward to improving the information environment at York.

The new strategy for 2013-18 has four core activity programmes and much of what we have embarked on this year is in line with these. We are proactively working towards the Customer Service Excellence (CSE) standard, for example, which is one of the action lines for improving the Student Experience. Customer satisfaction and excellence are one of our central values as a directorate, and CSE is a well-regarded certification that demonstrates this ongoing commitment to our users.

We have also laid solid foundations for Open Access and Research Data Management in 2012/2013. These are essential projects under the Research Excellence programme and we are collaborating with the University, the White Rose Consortium and other national partners. We want to enhance the experience of the research community at York and will continue to build on this progress in the next academic year.

Staff from across the Library have been involved in launching our new Library Management System. We are at the forefront of developments in adopting an integrated system such as this, and our users now have a single interface through which to access our services. This, alongside the enhancements to the Digital Library, is integral to the new strategy’s Information Flow programme, and we’ll continue to develop off-campus service access and digital archiving and maintain this momentum into 2013/2014.

The wireless project is arguably the most significant of the action lines for the Infrastructure programme; a vast expansion of the network covering over 300 buildings. The first phase of this project is now complete, and we have also ‘plugged the gaps’ where buildings had some, but not comprehensive, wireless cover. Due to the size of the project, we are prioritising the spaces that are most beneficial to students - accommodation and study areas, for example. Another area we are focusing on is the provision of Green IT. York Print Plus, a joint initiative between IT Services and Procurement, aims to reduce the environmental impact of printing, scanning and copying. The multifunction devices and networked printers were installed in Autumn 2012, and we are gathering data for printing that will help us meet student needs more effectively. Over the next three years we expect to see substantial benefits and will highlight these in future reports.

All of our developments and improvements in 2012/2013 have centred around a deeper understanding of user needs, and what additional services we should offer to meet them. We use feedback to continually improve and positively impact the user experience. This has been recognised by our users and by senior staff in the University, with excellent NSS results for both IT and Library. Similarly, our work with Flexible Loans and Google Apps for Education is being recognised throughout the HE community. Our aim is to be leading edge, and it is a credit to all Information staff that we are very much regarded as such by our peers. This is a trend we hope to continue into the next academic year and beyond.

I am grateful to our users for their support and feedback this academic year, and to all staff for their commitment to excellent service. I look forward to another proactive, positive and successful year ahead.

Stephen Town
Director of Information and University Librarian

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50th Anniversary

2013 marked the University’s 50th year and the Directorate celebrated providing 50 years of information. We held a birthday party in June, with party bags for 1,500 users filled with branded goodies and cake pops. The festive mood continued with a Golden Ticket Competition, and prizes were given out to all who located a ticket hidden somewhere throughout the Library’s studious buzz zones.

The most significant of our celebrations, however, was the commemorative image timeline that our Communications and Marketing team created for the walls of the Harry Fairhurst ground floor. The timeline tells the story of the Information Directorate’s last 50 years through words and pictures, and includes an exhibition of old and interesting IT Services and Library ephemera. Visible from the mezzanine floor above, the timeline display is eye-catching and integrates perfectly with the contemporary interior of our buildings.

A 50 years of information quote gallery was the centrepiece of our online marketing, featuring some of the best user comments about our services. We also ran an IT Quiz on Twitter and encouraged users to interact with us via social media so we could gather their 50th Birthday memories and feedback.

“How would you sum up the Library in three words?”
Harry Fairhurst rocks!

“Great copying service from @UoYBorthwick. Just received digital image of ancestor’s marriage bond from 1760 :-) #genealogy”

“Which technology has had the greatest effect on student experience?”
WiFi - without it mobile computing would be impossible.”
A new, five year Information Strategy for the University was agreed in July. This was developed over twelve months in wide consultation with stakeholders across the University, including students, academic staff, researchers and support staff.

The strategy has four core programmes of activity:

- Learning, Teaching and the Student Experience
- Research Excellence
- Information Flow
- Infrastructure, Content and Knowledge Assets

The strategy is supported by two enabling programmes of Engagement, Understanding and Performance, and Staff Capability and Culture.

The previous Information Strategy began in 2008, and was the catalyst for a step change in information technology and service provision across the whole University. Improvements resulting from this strategy include the £20m Library refurbishment and opening of the Harry Fairhurst Building, new email, calendar and collaborative tools, University information systems, infrastructure support for the Heslington East expansion, investment in information content and a new printing system. We will begin implementation of the new strategy in October 2013.
24/7 opening

The University Library is now open 24 hours a day, 7 days a week, 362 days a year.

Customer Service Excellence

Customer satisfaction and excellence are at the heart of the Information Directorate, making up one of our core values and forming an integral part of the new Information Strategy. Customer Service Excellence (CSE) provides a framework for continuous improvement and offers an independent validation of achievements. The Customer Service Excellence award has been developed to offer organisations a practical and evidence-based tool for driving customer-focused change.

This year we began working towards CSE accreditation, and will be assessed against 57 specific criteria. This is a widely recognised standard that demonstrates our ongoing commitment to putting our users at the heart of our service. We aim to submit our evidence for review in March 2014.

King’s Manor book drop

In line with our commitment to improving services to our users, and tailoring these to meet their needs, we have introduced two new services to the King’s Manor Library: an extended hours book drop facility and a trial delivery service. Both of these services are in response to user feedback and are already proving popular. The delivery service allows staff and students to order items from the University Library and collect them at the King’s Manor, and is likely to become permanent early next year. The 2013/14 academic year will also see us assessing our services for international students and those based on the Heslington East campus.

“First of all, may I say how pleased I was to read the NSS scores for the library. This is testimony to the Stakhanovite labours which you and your colleagues have been putting in with EARL and scanning. We are all very grateful to have such supportive colleagues.”

Chair of BoS for History

“Got a problem? Text us.”

We strive to ensure that our users can engage with us in a manner that suits them best. As part of Behaviour Awareness Week, we introduced our text service, enabling quick and easy notification of a behaviour or building problem. Within the Library there are various different zones to ensure a good working environment, and account for individual needs and styles of study. The text service allows users to let us know if there is a problem.
Flexible Loans

Student experience is at the heart of all we do at York and we work hard to bring about change in response to the needs of our users. Flexible Loans as a concept, and now as a working system, is an example of this. The principle behind Flexible Loans is a simple one; a user can keep an item as long as they need unless another user requests it, and is only fined if they fail to return it when that request is made.

We introduced the innovative scheme in October 2012. A concept created by Library staff, Flexible Loans is regarded as the first major step toward the achievement of zero fines. Most items borrowed from the Library have a four week loan period and can be renewed as many times as required as long as they are not requested. The flexible borrowing period is triggered when a request is placed and the length of the loan is then adjusted, depending on the status of the user and demand for the item.

After a full twelve months in operation, we can now analyse Flexible Loans against the previous year and are delighted with the results. The Library fine income has reduced by a full 50% in the last academic year; proof of what we all firmly believe - achieving zero fines is possible. Another statistic which directly supports the success of the scheme is that 80% of all requested books are now being returned to the Library on time.

Student and staff feedback was actively sought during the scheme’s introductory phase, and various improvements made as a result. These included increasing the loan period from one to two days for high demand items, and the re-introduction of a courtesy notice before an item’s return date.

The creation and implementation of Flexible Loans is regarded as innovative and leading edge within the sector and has been further recognised by the University, when the Loans Review Project Team was awarded a Gold Vice-Chancellor’s Award for Outstanding Achievement in the Excellence category.

The aim for the next academic year is to reduce the Library fine income even further. Achieving zero fines is the ultimate goal for our Library.

“Flexible loans are a very good idea. As a researcher I have a book for months that no one else wants. Time limits are just so 19th Century!”

The Library is a central hub for services to both students and staff across the University. Within the Harry Fairhurst Building users can find a Languages Hub, Skills Centres for both maths and writing as well as a Music Library.
Wireless campus

The availability and stability of the University wireless network is a vital aspect of the service we provide. We are seeing an increase in the average number of mobile devices per student year on year, and all indications are that this trend is set to continue. With this in mind, a four year Wireless Network Expansion project, with 311 University buildings in scope, was launched in November 2012. This ranges over a total of 281,000 sqm and includes listed buildings, the King’s Manor and Heslington Hall, as well as brand new buildings like the Constantine accommodation block.

The wifi project is vast and varied, and each stage must be tailored to the buildings in question. Approximately 75km of copper cabling will be required to equip the Constantine bedrooms with a wired connection, whereas a building like the King’s Manor will require an access point in each room due to the thickness of the walls. We are working in partnership with Estates on their 10 Year Plan and forging tighter links to coordinate our work.

Improving our wireless is key to improving the student experience. To this end, we look for intermediate as well as permanent solutions; managing student expectations against the difficulty and size of the job. We trialled a scheme in collaboration with colleges to provide wireless access points called RAPs (remote access points) to students in accommodation not yet covered by the wireless service. RAPs will continue to be provided throughout the next academic year as we appreciate that many students find wireless access in study bedrooms useful.

Due to the scale of the project, we are working towards target dates against set phases; prioritising those spaces that are most beneficial to the student experience – accommodation, social hubs and study areas.
MoreBooks

In February 2013 we premiered MoreBooks, a scheme that gives students the option to request the purchase of additional copies and new titles via the library catalogue, YorSearch. MoreBooks received such a positive reception that we ran it again in April and May, where it proved an even bigger success. Over 1,000 items were purchased as extra copies, new titles and e-books.

Users are encouraged to engage with us through MoreBooks, and the scheme further promotes our commitment to improving services and enhancing the student experience. It was a significant achievement on the part of staff, who processed all the requests and dealt with an additional 1,234 orders during MoreBooks’ second month.

This is an example of an initiative that puts students in control of the book requests, and we received some fantastic feedback.

We plan to run three MoreBooks campaigns each academic year, and continue to build on the contribution we have already made to improving the student experience.

PC classroom upgrade

We refurbished PC classroom G/N/169 in James College over the summer as part of our commitment to improving the student experience. The room capacity has been increased from 71 to 89, with new desks with pop-up power sockets and better quality seating. New PCs with wide screen monitors have been fitted throughout, and these are quicker and have improved performance. The classroom also includes a hearing loop, radio mic, new HD projectors and screens, and the lecturer’s desk is power height adjustable, to allow for standing or sitting.

“Just requested Vivek Chibber’s ‘Postcolonial Theory and the Specter of Capital’ @VersoBooks from the brilliant @UoYLibrary morebooks scheme”
May 2013

“Now arrived at York, @RichardHuzzey’s ‘Freedom Burning...’ ordered through @UoYLibrary’s More Books ordering scheme http://www.york.ac.uk/library/services/morebooks/ ...”
May 2013

“Email from @UoYLibrary confirming purchase of the book I asked for. This is going to make writing my dissertation so much easier :)”
May 2013
Borthwick projects

Skills for the Future

The Borthwick is a partner in the Skills for the Future national project, a collaborative project supported by the Heritage Lottery Fund, The National Archives and several archive services from across the country. Opening Up Archives is diversifying the archives profession by providing an entry into the sector for those who have not followed a traditional qualification route. We recruited two trainees this year and they have received in-depth training in palaeography, alongside instruction in Latin and digitisation.

Sir Alan Ayckbourn Archive

We embarked on an educational project as part of our promotion for the Alan Ayckbourn Archive, which involved nearly 500 school students from 26 different institutions. We worked in partnership with the Department of Theatre, Film and Television (TFTV) and the Widening Participation department and appointed a Comedy Outreach Officer. The aim was to develop and implement an outreach programme to introduce young people from deprived backgrounds to the University, and to encourage their interest in going to university. Particular emphasis is on those areas in Yorkshire which have low representation at the University of York. Student feedback was overwhelmingly positive with 87% rating the school participation days as excellent or good.

“It was challenging but fun at the same time.”

Teachers were also enthusiastic and receptive, with 77% rating the days as excellent.

“A thoroughly enjoyable/educational day! Great energy throughout the delivery!”

Interestingly, 51% of respondents said that our workshops had made it more likely that they would choose to go to university.

Performances of the Ayckbourn Shorts were also part of the project. We partnered with TFTV and produced six unpublished short plays from the archive. These were performed by students in the TFTV theatre and publicised through the University’s Festival of Ideas, the TFTV and University websites and the York Press. Another project highlight was theatre critic Michael Billington’s masterclass on A Small Family Business in the TFTV theatre, in November 2012. We invited teachers from our database and showcased the Ayckbourn Archive with a small exhibition in the foyer of TFTV.

“Thank you very much for this. It is always useful to have new ideas and resources to inspire our teaching of drama.”

We created an Alan Ayckbourn Archive online resource pack, designed to provide English, Drama and Performing Arts teachers with lesson plans and detailed background information on Ayckbourn’s work and plays. Accessible from our website, statistics at the project’s conclusion showed that the pack had been downloaded 493 times by 429 unique visitors.

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Conservation of the Atkinson Brierley Archive

The archive of architectural practice, Atkinson Brierley, includes over 700 rolls of drawings c.1880–1930, over 200 files of correspondence dating from 1900–1930, and watercolour perspectives. This practice, now called Brierley Groom, is the oldest architectural firm in the UK and one of the oldest in the world – having practised continuously since 1750.

We have embarked on a conservation project, funded by the Patricia and Donald Shepherd Charitable Trust, to protect plans of international significance. These drawings are on very fragile tracing paper and a group of volunteers have been trained up by our Conservation Technician to concentrate on this. We are developing new techniques, and using new materials and equipment, to ensure that these inherently unstable documents are fit to be used by members of the public. Among Atkinson Brierley’s many works is the Head Master’s House at the King’s Manor, and Goddards, a wonderful Arts and Crafts style house built for the Terry’s family on Tadcaster Road.

Yorkshire Digitisation Consortium

The Borthwick has been fundamental in the formation of a Yorkshire consortium to make Yorkshire’s parish registers available online through a single site. The members of the consortium include the majority of Yorkshire archive repositories holding Anglican parish registers. We have appointed Find My Past to deliver digitised versions of the parish registers, in a project that aims to open up the single most used source for family historians prior to 1837.
Exam Papers
Exam papers were part of a digitization project for our short loan collection, and we now have digital versions of all past papers since 2004. Statistics show that these resources are heavily used by students, and having them digitally available allows for far greater accessibility.

Theses
A collection of digitised theses from the Archaeology and History of Art departments have been added to our existing collection of Management Masters theses. The digitisation of these collections is significant as it allows for a reduction in requirements for our finite physical shelving space and enables theses to be made available across the University community.

Audio Collections
We have taken our first steps at making audio collections available online with:
• Recordings from the Oral History Project – archived by the Borthwick, this is the voices of those who helped build York into one of the world’s most successful new universities. Interviewees range from Sir Donald Barron, last survivor from the Trust that campaigned for York to have its own university, to Sam Asfahani, who capped his student career by carrying the Olympic flame through the city on its way to the 2012 London Games.
• Trevor Wishart’s Globalalia – a single piece from this noted Sonic Artist’s much larger archive.
• Items from the Music Preserved Collection – comprising live performance tapes from the collection of the British tenor, Richard Lewis.

Special Collections
Several unusual items have been added from our Special Collections:
• A child’s scrapbook, dating from 1819
• An atlas of portraits of diseases of the skin, issued by the New Sydenham Society, 1860–1884
• A curious, Hieroglyphick Bible of select passages in the Old Testament represented with emblematical figures, 1825
• A counting book from the Robert Elgee Academy, dating from 1822
• Antiquities of York, 1813
• A sketchbook containing pencil, crayon and watercolour sketches by a member of the Cooper Abbs family, 1881

Digital Library Collections

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Archives
We have added several of the Archbishops’ Registers, images of the Rowntree’s Aero Girls, and are currently adding Lord Halifax’s Second World War diaries.

Library Research Support
The Library has been developing our research support offering, focusing on extending the range of skills workshops, and other related support, that we provide to researchers.

We have partnered with the Researcher Development Team (RDT) to build a coherent programme for PhD students and details on our services have been incorporated into the mandatory induction sessions for incoming PhD students. We devised and delivered workshops on Searching the Literature as part of the RDT’s programme. These sessions targeted PhD students undertaking literature reviews, but were also open to research staff wishing to refresh their search skills. New RDT workshops featured social media, blogs, using Web 2.0 tools to support research and ran alongside existing EndNote and EndNote Web sessions.

We developed Library Research Support web pages to highlight information and services for researchers. These cover a range of topics, from literature searching, managing references and citation analysis, through to tips on how to become a networked researcher.

At the beginning of 2013 we switched on the connector between York’s Research Information System (PURE) and our institutional repository (White Rose Research Online – WRRO). This means that academics can add Open Access versions of their publications to PURE and these will be shared with WRRO for public access. A WRRO feed into YorSearch then means that all WRRO resources can be found through the Library catalogue. These developments and updates all pave the way for the next academic year, where there will be a strong focus on research support.
The Andrew Mellon-funded York Cause Papers has been in operation for a full year, and the project has attracted a large and wide-ranging number of users. The internet is a tool for opening up these archives to a wider audience; this year we recorded 10,400 unique visits on the Cause Papers website from across the globe. Users include professional historians, postgraduate research students, MA historians and undergraduates.

The Cause Papers inform research on issues as diverse as gender, marriage, parenting and childhood, neighbourliness and linguistic change. Local and family historians may seek to further elaborate the story of a city, town, village, church, or focus on an individual or family.

This project has attracted considerable media interest, and has featured in the York Press and on BBC4’s Medieval Lives series. A series of outreach events have also been held throughout Yorkshire to advertise the project to family historians. Direct requests for the website typically constitute half of all visits, suggesting widespread knowledge of the resource within our target audience. We have linked with the Sheffield Humanities Research Institute’s online search service, Connected Histories, to promote it further, and the Cause Papers can now be consulted within the context of other historical resources.

We continue to accept registration from users wishing to share their research, and encourage them to upload their own case summaries.

Collection Management

We continue to work in partnership with Leeds and Sheffield libraries, Research Libraries UK (RLUK) and Minas (who manage the Copac catalogue) to develop tools and policies to support collaborative library collection management and development.

The Copac Collection Management (CCM) project promotes efficient management and exploitation of collections pursuing excellence in research, and the safeguarding of long-term access to materials. This project has been very well received in the Library community, with successful presentations to the RLUK libraries, in Manchester and London, on York’s Collection Profile work and the use of the CCM tool.

We use Collection Profiles to better understand our collections, and to meet departmental teaching and research needs. Five pilot CCM projects have been completed with academic departments; the reaction has been positive and we are developing more collaborative partnerships as a result. The Collection Profiles are also proving useful when responding to the 2012 Library Survey results, where users indicated they’d like better access to books and resources in their subject areas.

JiscLAMP

We’re a member of the Community Advisory Group for the Jisc Library Analytics and Metrics project (JiscLAMP), a national, collaborative project. JiscLAMP’s aim is to enable libraries to capitalise on the many types of data they capture in day-to-day activities, and to use this to support the improvement and development of services and demonstrate value and impact in new ways across their institutions.

The project is developing a prototype shared library analytics service for UK academic libraries. Initially this is envisioned as a data dashboard, that will bring together disparate data sets and present them in an attractive and meaningful way. This can then be used to support improvements in our service delivery. A prototype dashboard should be available for testing in early 2014. Through our involvement in JiscLAMP we are staying at the very forefront of the latest developments in the sector.
Research Data Management

Information has been tasked by the University Research Committee with addressing the common principles of the Research Council Funding bodies around Research Data Management (RDM). This is overseen by a University working group which reports to the University Research Committee.

The project has provided a unique opportunity to draw on the various key Information professions – IT specialists, Librarians and Archivists – and we have set up an internal working group. We also benefit from the work undertaken by the wider community on this initiative, and are engaging with our colleagues in the White Rose Libraries Consortium (Sheffield and Leeds) on investigating collaborative approaches.

Over the past year the University and Information working groups have interviewed Chairs of Departmental Research Committees to understand the research processes across the University, and conducted a survey on current RDM practice. The results have been analysed and inform both policy and service development. One example is digital data, which can be stored in many different ways; 51% of researchers confirmed that this is most frequently kept on office computer hard drives. The RDM policy will be presented at Research Information Network in November 2013.

Parallel to these developments, Information has created a number of posts to support researchers at York. Andrew Smith has firmly established itself, in the last ten years, as the third leg of modern scientific enquiry, alongside experiment and theory. Research computing is the use of computing and data resources for research that is beyond the capabilities of the average desktop or laptop computer.

We employed our new Head of Technical Research Support (TRS) Dr Andrew Smith, in August 2013. We have proactively enhanced our research support this year. We developed a website to inform York researchers on developments and guide them through the steps to make their work freely available online. We have given presentations to individual departments and also delivered workshops on Open Access to Research, which are now a regular part of the Researcher Development programme.

"Very well delivered. Also, the resources made available online are excellent"

"I feel much better informed about Open Access, and less anxious as a result"

In the changing landscape of Open Access we continue to collaborate with national partners to ensure that growth is achieved in a way that brings the most benefit to the research community at York. To this end, the Library has taken part in a number of studies and consultations and is one of four universities acting as case study in a major Research Information Network research project on the implementation of Open Access.

Open Access

The move towards Open Access is gaining momentum and 2013 has presented both opportunities and challenges for university libraries. Open Access centres on making research outputs freely available online, with reduced restrictions for use and re-use.

York’s Open Access project is being led by the Information Directorate. We work closely with Research and Enterprise, Finance, the Pro-Vice Chancellor for Research and our White Rose consortium partners to ensure that policies, procedures and infrastructure are in place to meet the challenges of Open Access. We have proactively enhanced our research support this year.

Technical Research Support

We employed our new Head of Technical Research Support (TRS) Dr Andrew Smith, in August 2013. This role was created to provide support for research computing in line with the University of York’s Research Strategy 2010-2015. The vision of the Strategy is for the highest quality research, and the provision of computing support is, therefore, one of the primary objectives.

TRS exists to support researchers with their computing needs. Computer-based simulation has firmly established itself, in the last ten years, as the third leg of modern scientific enquiry, alongside experiment and theory. Research computing is the use of computing and data resources for research that is beyond the capabilities of the average desktop or laptop computer.

TRS is now providing a small, central research computing facility for general purpose work, and storage for working data sets. Support for users on a small scale is being offered to both postgraduate and research staff. Help with infrastructure procurement for research groups is also available.

Additionally, as part of the N8 Research Partnership, York has a one eighth share in the N8 HPC (High Performance Computing) regional supercomputer facility. We collaborate with seven other research-intensive universities in the North of England – Durham, Lancaster, Leeds, Liverpool, Manchester, Newcastle and Sheffield – in the provision and support of this facility. N8 aims to maximise the impact of this research base by identifying and coordinating research teams and collaborations.

N8 HPC currently operates the Polaris supercomputer and TRS supports York’s share of this. To give an indication of the compute power available, Polaris is capable of 110 Tf/s which is roughly equivalent to the compute power of half a million iPads.

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Digital Library Initiatives and Projects

York Digital Library (YODL) was enhanced during 2012, with improvements that we identified through focus groups and a student usability study. These included enhancing the collection information to improve discovery, as well as various small tweaks and changes. Between February and November 2013 we worked to bring audio content into YODL; the oral history prototype and a fully-supported audio workflow and interface allows users to stream high-quality audio online. Over the next academic year we will continue to develop this functionality and will also bring video support to YODL.

In March 2013 the History of Art portal was formally launched. This portal is designed to help History of Art showcase its multimedia activities. An online version of the William Etty exhibition, held in York Art Gallery from June 2011 - January 2012, is at the portal’s centre. Since its launch, the portal has achieved 2,384 hits from 1,344 individual visitors, in 51 different countries. We have added conference recordings and publications, and will shortly be unveiling a second online exhibition - Three Graces: Victorian women, visual art and exchange.

The IRIS (Instruments for Research into Second Language Learning: Establishing a Digital Repository) Project came to an end in late summer 2013. Funded by the Economic and Social Research Council (ESRC), a raft of new features were added by the project developer Frank Feng. We demonstrated the IRIS database to members of the international Second Language Learning research community, and it is steadily growing into a vital resource. The Digital Library team continues to maintain the site, which is supported by a British Academy grant.

Artworld is a major online resource. It contains primary sources and research tools for the study of the arts in late 17th and early 18th century Britain. We continue to grow and develop it with new content added every quarter.

“The History of Art Research Portal is a path-breaking online, open-access resource for visual art studies. It highlights the active collaborations the History of Art Department has with local and national museums and galleries, showcases extremely high quality research and demonstrates how art historians, curators and students can use the digital in their work. No other academic History of Art Department in the UK has anything like it and it is an ever-growing resource to which staff and students contribute exciting research and projects to.”

Dr Sarah Victoria Turner
Assistant Director for Research
Paul Mellon Centre for Studies in British Art
Library Management System
We introduced Alma over summer 2013, a ‘next generation’ library management system from Ex Libris. York is one of eight UK institutions signed up to the Alma European Early Adopter programme, so we are at the forefront of change in implementing this new type of integrated system. We use it to make all our resources accessible to our users, and it underpins many of our key services.
This implementation has had a very positive effect as it now means that there is a single interface – YoSearch – through which all services are fully integrated. Activities such as renewing loans, placing requests or bookings, checking your Library record and linking to ejournal articles can all be done through YoSearch, thus improving the user experience.

Windows 7 upgrade
We are nearing the end of our Windows 7 transition project, which has seen us migrate 4,500 PCs to Windows 7 over two years. This has involved the majority of teams within IT Services and Departmental Computing Officers. We will continue to work proactively with departments to ensure effective management of all our future upgrades.

University Art Collection
During 2013 the Directorate took over responsibility for the University Art Collection. We supported a group of students who catalogued the entire collection, and have created a new website showcasing their work. We will be publishing a catalogue of the collection in 2014. The collection can be viewed at artcollection.york.ac.uk.

Google Apps
The University of York was one of the first institutions in the UK to implement Google Apps for both students and staff. We are leading the way in the widespread use of these Google resources, as well as in our user engagement and the provision of support.
The decision to adopt Google Apps for Education was made in 2011. This huge project involved migrating our mail and calendaring services and, more importantly, introducing a change in the way we communicate and collaborate. This was so successful that our Google Apps Implementation Team was awarded a Gold Vice-Chancellor’s Award for Outstanding Achievement in the Excellence category.
Now that we have been live with Google Apps for over a year, our engagement has shifted to Google knowledge-sharing events and projects. Staff in similar roles across the University are encouraged and enabled to share these new ways of working. We are actively promoting the functionality of Google Apps, working with departments and individuals to identify and implement new solutions to existing needs. This approach aims to empower users to problem solve independently, helping them to develop new skills rather than providing finished solutions. We regularly update the Collaborative Tools Project Blog in order to document our progress with this.
The future months will see us continuing to work proactively; engaging with our users and assisting them with the transition from long-established ways of working. Google Apps for Education has enabled us to review current practice and we are constantly improving and developing our services through our use of it.

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Computer Science Transition

In summer 2011 Computer Science reviewed their IT service provision and support, with the aim of providing more cost effective service offerings. The outcome of this assessment is that, where appropriate, Computer Science will obtain services directly from IT Services – storage, identity management, desktop provision, network security, network management and database provision.

The result is a collaborative working partnership between Computer Science and central IT Services. We are collectively tasked with delivering streamlined and cost effective IT, and selecting the best elements on offer from each partner.

In 2012, Computer Science adopted Google as their email and calendar client, and significant effort has since been put into developing a University of York standard Linux Managed Desktop. This was delivered to the Computer Science teaching labs in summer 2013 in a project where over 300 teaching PCs were rebuilt – the 221 staff PCs will follow in December.

Additionally, a change was made to the IT Services standard-format usernames and shared storage; this required the mapping and transitioning of 1108 personal and non-personal accounts. Running in parallel to this was the optimisation of the data networks, which has resulted in further collaborative work with Computer Science on provision, support and security.

Infrastructure and Content

Improving IT for departments and users

Free storage

We’re continuing with the rollout of our FlexFS storage; a free service for departments to improve their IT experience. FlexFS provides large amounts of storage (2TB as standard), that departments can manage internally and use as they see fit.

Virtual server provision

We are also hosting some departmental servers on our VMWare virtual machine infrastructure, enabling departments to replace physical servers with virtual ones. A service like this demonstrates our commitment to supporting the University’s Carbon Management Plan 2011-2020. The virtual servers save power and energy, and also have the added benefit of being more reliable.

Easier purchasing

The move to Stone as our recommended PC supplier has enabled standard PC ordering through York E-Procurement (YEP). Stone were selected as they offered excellent service, the best value, and could integrate with YEP. Departments can now go to YEP direct, making the entire procurement process much faster. A pre-built, standard PC can be delivered and set up at a desk within seven days, so the service is both simple and cost effective.

Laptop repair

IT Services has a new, fast and convenient service for our users: laptop repair. We have an agreement with a local company, and students and staff can bring in their personal machines for collection at the IT Support Office. Jennings will then diagnose the problem and provide a quote to carry out the work. The labour cost for this service is set for all University members, and a diagnosis guaranteed within 48 hours. This service was devised in response to user feedback, and was so popular during the trial period that it was embedded into business as usual at the close of the academic year.
IT Services Support Policy

We appreciate that the expectations and behaviour of the staff, students and visitors who use our services are changing. With this in mind, we created a new support policy for IT Services in May. This shifts the emphasis from device-driven support to service-driven support, and our aim is to help members of the University gain access to our resources, regardless of their device or their location.

IT Services aims to support our services on multiple operating systems, whether that be Windows, Mac OS X, Linux, Android or iOS. We provide support on managed desktops, University owned devices which don’t use the IT Services managed desktop and personally owned devices. Users can contact the IT Support Office for assistance on connecting to any of our services, from the eduroam wireless network to York Print Plus.

Hosting services

We have Service Level Agreements in place with several organisations for hosting, through which we generate a yearly income. These include the University of Leeds and Myscience.co Ltd. The University has made a significant investment in the Data Centre infrastructure resulting in a class leading facility, backed up by a dedicated professional team. Following visits to the site, a number of organisations decided to locate equipment in our Data Centres; influenced by the high quality of our services, our competitive pricing and our operating policies and procedures, which help safeguard their data and service resilience.

York Print Plus

York Print Plus is a joint initiative between IT Services and Procurement to provide a managed print service to the University. This project aims to reduce the environmental impact of printing, scanning and copying by replacing unsustainable and inefficient printers and photocopiers with HP multifunction devices and networked printers. York Print Plus supports the University’s Carbon Management Plan 2011–2020.

York Print Plus has been rolled out in all undergraduate study spaces, including the Library and IT classrooms, and 40% of staff areas across the University. Through York Print Plus, the majority of University departments will make financial savings and over three years the University will see an overall reduction in the environmental impact of printing, including carbon dioxide savings equivalent to 351 return flights to Rome.

York Print Plus usage from launch in September 2011:
- Over 19,000 users
- Over 2,500,000 photocopies produced
- 8,640,537 pages printed
- 506,835 scans made
- 1,266,099 jobs sent to print but not retrieved (resulting in both a cost and environmental saving)
E-resources acquired 2012/13

The acquisition of e-resources improves resource availability to both students and staff, with a direct positive impact on our user experience.

Below is a list of those acquired throughout this academic year.

Abstracting and indexing databases

SCOPUS: a major abstracting, indexing and citation database covering peer-reviewed research literature and web sources in the natural sciences and medicine, social sciences, arts and humanities. This subscription is provided by Research and Enterprise.

Archive and manuscript collections


Times of India, 1838–2003: the full text archive of one of the most important titles in British Imperial India and now one of the world’s largest circulation English language daily newspapers.

Electronic book collections

Elsevier Elibrary Medical textbooks: access to the full text of Kumar and Clark’s Clinical Medicine (8th edition) and Clinical Examination (Epstein et al, 4th edition).

Manchester Medieval Sources Online: 24 titles from the Manchester University Press Medieval Sources series providing translations of key medieval texts accompanied by introductory and explanatory material.

Oxford Scholarship Online – Literature: more than 660 titles from Oxford University Press covering a wide range of topics, themes and periods in literature.

Palgrave Education: over 130 education related titles published between 2010 and 2012.

Palgrave Social Sciences: more than 550 social science titles published between 2010 and 2013.

Royal Society of Chemistry eBook Collection, 2013: over 29,000 life sciences protocols, most of which come from the book series ‘Methods in Molecular Biology’. Each protocol is a chapter of a book, and each book is a collection of protocols on a given research topic. This resource was purchased by JISC Collections for access by UK HE institutions.

Safari Books Online Computer Science: 90 titles covering a range of areas including programming, software engineering, data mining and cyber security.

SAGE Research Methods Online: a substantial collection of ebooks, journal articles, reference materials, videos and tools for exploring all aspects of the research process from identifying and understanding particular research methods to designing research projects, conducting research and writing up findings.

Springer Protocols Archive (1981-2012): over 20,000 life sciences protocols, most of which come from the book series Methods in Molecular Biology. Each protocol is a chapter of a book, and each book is a collection of protocols on a given research topic. This resource was purchased by JISC Collections for access by UK HE institutions.

Synthesis Lectures (Algorithms and Software in Engineering; Speech and Audio Processing): the full text of a selection of titles from two of Morgan and Claypool’s lecture series.

Translated Texts for Historians E-Library: over 50 titles from the Translated Texts for Historians book series providing the full text of English translations of historical sources written between 300 and 800AD. Each translation is accompanied by introductory material and notes on content, interpretation and scholarly debates.

Electronic journal archives

Brill Journal Archive Online Part 2: a companion resource to the Brill Journal Archive Online, extending the coverage to articles published between 2000 and 2009. This resource was purchased by JISC Collections for access by UK HE institutions.

Reference resources

Dictionary of Old English A to G: defines the vocabulary of the first six centuries (600 – 1150) of the English language drawing on as wide a range of texts as possible.

Encyclopedia of Applied Linguistics: online access to the full text of the ten volume print edition with over 1,000 entries covering 77 key areas in applied linguistics, the philosophy and history of applied linguistics, and major applied linguistics.

FAME (Financial Analysis Made Easy): contains financial and company information for over 3.8 million active companies in the UK and Ireland and historical data for 4 million inactive companies. This subscription is provided by Research and Enterprise.

International Historical Statistics, 1750–2010: includes 260 years of statistical data covering a wide range of key economic and social indicators. Data is available on the Americas and Europe, Africa, Asia and Oceania. Data tables can be downloaded as PDFs and/or Excel files.

Oxford Bibliographies Online – Linguistics: an up to date and authoritative guide to the literature across a wide range of topics relevant to the study of linguistics.

Royal Marsden Hospital Manual of Clinical Nursing Procedures (8th Edition): online access to this important manual of evidence-based clinical procedures for nurses.
Online Music Collections
York Digital Library have partnered with University of York Sound Archives to provide online access to its collections. This year’s focus has been the Music Preserved Collection; an exciting project that appeals to students and researchers of Music and History of Broadcasting. Many of the recordings are off-air broadcasts or only surviving copies, and will not have been heard in a long time. Also included in this collection are the audio recordings and catalogue information of Richard Lewis, a British tenor. By Spring 2014 the entire catalogue for Music Preserved will be searchable online, with the audio recordings following shortly after.

Audiovisual and Music Collections
In 2012 we opened our Multimedia/DVD/Music Collections on the ground floor of the Harry Fairhurst Building. We have recently added an electric piano, Blu-ray and SACD players and a traditional vinyl turntable to the equipment on offer.

New Borthwick acquisitions
There have been many additions to existing archives this year and the most significant include:

- George Every, historian and poet: correspondence, papers, writings and commonplace book 1930s–2003
- Eric Waldram Kemp, Bishop of Chichester: correspondence, research notes, drafts of articles and sermons c1945–2001
- National Disabled Persons Housing Association: correspondence, annual reports and accounts, newsletters and papers relating to projects c1970–2012
- George Gaze Pace, architect and Ronald Sims, architects: architectural drawings, photographic prints, files and notebooks c1939–1979
- Tuke Housing Association, York: correspondence, minutes, agendas, annual reports and accounts, project reports, architects’ drawings and subject files 1971–2012

We’re especially pleased to have acquired the archives of the National Disabled Persons Housing Association and of the Tuke Housing Association, York. These archives greatly strengthen our holdings in relation to social policy and social enterprise organisations, and emphasise the critical role of York in shaping social policy nationally over much of the 20th century.

The archive of George Pace, a notable ecclesiastical architect of the 20th century, is a similarly important acquisition; both in its own right and in the context of the archives of other significant York-based artists.
World Book Day

World Book Day is a celebration of authors, illustrators, books and reading. It’s the biggest event of its kind and has been designated by UNESCO as a worldwide celebration of books, marked in over 100 countries all over the world.

We celebrated World Book Day on 7 March with a book swap in the Morrell Lounge and a vote for the University’s favourite books, with one lucky participant winning the top ten voted books. This proved very popular with users; we targeted a wide audience through Twitter and Facebook and one of our posts was seen by 3,656 people. The book which received the most nominations was Catch 22 by Joseph Heller and included in the top ten were Lord of the Rings, 1984, To Kill a Mockingbird, The Grapes of Wrath, Pride and Prejudice, Middlemarch, The Very Hungry Caterpillar, Captain Corelli’s Mandolin and Jonathan Strange and Mr Norrell.

We also tried our hand at BookCrossing; the act of giving a book a unique identity so, as the book is passed from reader to reader, it can be tracked. We released a few books ‘into the wild’ and are waiting to see who reads one first!

Engagement

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I’ve just won 10 books from @UoYLibrary! Awesome news, I’m liking #worldbookday so far!”
Catherine Smith, winner of the Top Ten Voted Books

Participation and Outreach

Library

Inclusivity and diversity have always been at the heart of the University of York’s ethos. The University has a long-standing commitment to outreach programmes and activities. The Access Agreement 2013/14 sets out the activities proposed under three of the four strategic objectives of the University’s Plan for 2009-2019: excellence, inclusivity and sustainability. The Library contributes to these objectives primarily through its collaboration with the University’s Student Recruitment and Widening Participation teams, with the Academic Liaison Team taking the lead in organising library-based activities. Outreach activities have proved extremely popular, particularly with students preparing for their Extended Project Qualification (EPQ). Indeed, many of the visits over the last year have been repeat visits from schools who have asked to return the following year.

At Academic Skills Conferences, aimed at sixth form students, we deliver workshops and interactive talks to help A-level students in their current studies, covering areas such as evaluating websites, getting the most out of Google and designing search strategies. These also aim to help prepare students for the transition between sixth form and university and to provide them with a taste of university life.

“I just wanted to say a HUGE thank you for having us once again. I really appreciate you giving up your valuable time and running a session with the girls, they were saying (on the bus back to school) how much they enjoyed the session and how it has made them excited about university.”
A recent visit by Gateways School in Leeds.

Borthwick

We continue to attract many special interest visits from archive professionals, history societies and organisations seeking advice on conservation or how to begin gathering together their archives. We have also provided lectures, talks and visits outside of the Borthwick, including a number of large family history fairs.
Performance and feedback

We review our performance through various systems of feedback in order to continually improve our service offerings. The 2013 National Student Survey results were announced in August and we maintained our excellent 2012 standard for IT Services, with a 92% result for resources and service. A substantial improvement in overall perceptions of the Library was also recognised, with a rating of 87% for service and resources. This is 5% up on the previous academic year.

The results of the 2012 LibQUAL+ survey showed a significant improvement in user satisfaction with all areas of the Library, with a 7% increase overall. Any comments and suggestions submitted through LibQUAL+ are assessed, responded to and recorded on the Information Directorate website for accessibility and transparency.

In the 2012 Public Services Quality Group Survey, completed by users of our Archives, 100% of users rated the helpfulness of our staff as good or very good. These results reflect the hard work of all Directorate staff in delivering improvements that have had a direct, positive impact upon the student experience.

In addition to these surveys, we seek feedback through a number of other mechanisms and publish these on a termly basis.

Disabilities Group

We established the Information Directorate Disabilities Group to coordinate our support for users with disabilities, working in partnership with the YUSU Disabled Students Officer and representatives from both Disability Services and the Equality & Diversity Office. We are taking a more proactive approach in this area in order to establish strong individual relationships with disabled users.

Our aim is to improve, promote and present our services for users with disabilities. We undertake regular reviews of our physical and virtual environments; assessing the need for building adjustments and whether there are opportunities for improving user experience. We liaise with University partners to investigate proactive ways of managing and developing our support further.

It is imperative that the needs of all users are met, and this group ensures that users with disabilities are represented within any new development.

Freedom of Information

Freedom of Information enquiries dealt with by the Records Management Team have continued to show year on year growth, with a 38% increase this year on last. This equates to a current arrival rate of more than one enquiry every working day.

Data Protection subject access requests generally run at a much lower level than Freedom of Information enquiries, averaging at 7-10 requests over the past five years. However, 2011 brought a 100% increase on the number received in 2010, and 2012 brought a further 19% increase. The complexity and implications of these requests require considerable time, and many enquiries are associated with student cases and prospective appeals to ombudsmen and tribunals.

Further progress was made this year by our newly created Information Policy Executive, who created and updated the information-related policies for the University. These policies are available on the Information website.

Easter Egg Hunt

We ran an Easter Egg Hunt in Week 9 of the Spring Term. 250 ‘egg tokens’ were hidden around the studious buzz zones of the Library, with students winning a Cadbury’s Creme Egg with a standard token or a Library Duck Bag if they found a golden one. To claim their prize they had to correctly answer the Library or Duck related question on the reverse of the token. As in previous years, the egg hunt was very popular and the few eggs that were not found by the end of the week were distributed to grateful students in the Library foyer.

Between 1 August 2012 and 31 July 2013 a total of 1,098,636 entries into the University Library were recorded; more than enough people to fill Wembley Stadium 12 times.
Borthwick exhibitions, publications & media

Exhibitions

"The 1950s hospital" and ‘The York and District Nurses’ League Friendship’: Tablecloth displays with signatures of nursing and medical staff, and accompanying text and photographs. Held at York Hospital.


Chocolate Apple: Part of ‘Opening Up the Archives’, a one day exploration of Borthwick archive material surrounding the Terry’s Chocolate Apple - made between 1926-1954. Held at Mansion House.

Best of the Borthwick: created by our Skills for the Future trainees, these are engaging displays that showcase some of our archives. This is a revolving series and allows us to feature exhibitions all year round.

York 800: Centred around the diary of Joseph Sherwood, a music teacher in York in the second half of the eighteenth century, with material from Special Collections to illustrate key points in the social history of York at that time.

Publications

The publications programme continues to prepare and publish high quality works across a range of topics. All Borthwick Papers are available in the University store; the most recent being:

- York Castle: the county goal of Yorkshire 1823-1877, Marion Eames
- Framing Grief: War Memorials and Public Commemoration in York 1914–25, Bleddyn Penny

Archbishops’ Registers

The Digital Library was used for the technical aspect of the Mellon-funded Archbishops’ Registers pilot. For the pilot, a number of the registers were digitised and added to the Digital Library. The project team hope to secure funding to take this work to its next stage in 2014.

Media

Assisting the media is fairly commonplace for archivists, and this year we provided information for a number of BBC television programmes. The will of a former miller helped the researchers at Restoration Home reconstruct and renovate Colton Mill in Ryedale. Similarly, Isabel German’s will was key to a The One Show storyline; she was reputed to be an anchoress who was buried at Fishergate. Actress Una Stubbs was the star of an episode of the popular Who Do You Think You Are, and we traced her grandfather through the Rowntree and Co archive. Such investigations are enjoyable challenges for our staff, and promote the Borthwick and the plethora of fascinating history we hold within our walls.

Social media

Social media is one of the many channels through which we have increased our levels of engagement. We created a Borthwick blog and regularly use Twitter to promote our exhibitions and collections, connecting with an external audience we might not otherwise have been able to reach. This has proved very worthwhile; we have attracted researchers across a wide spectrum and have nearly 700 followers on Twitter to date. We write varied and topical blogs and have covered everything from the NHS to the Aero Girls in recent posts.

During this academic year the Borthwick Institute for Archives had 3,576 visits to the searchroom; more than enough people to fill 56 double decker buses.
New Library website

The website is one of the most important services that the Library provides. We launched our new Library website during Summer 2013; a project commissioned in response to survey feedback. This major overhaul of the site’s structure and content has been positively received by students and staff, as they reap the benefits of improved resource access and new technology.

We employed a programme of user testing throughout the development phase to ensure that our hard work was in line with expectations, and embedded various new media for a more interactive experience. We created a range of YouTube videos for the start of the academic year, for example. These short, instructional clips covered the subjects that our staff were most frequently asked about, enabling users to locate information quickly and in a manner that appealed to them. In light of the recent work on the website, it seemed logical to refresh and add to these so that they incorporate the latest developments, systems and technology. The Information YouTube channel now has 27 videos which cover a range of areas, from disabled user access to Google apps, reserving a study space, and a virtual tour of the Library buildings.

Social media feeds, links to YorSearch and E-resources and how to get help all now feature in the Library Essentials banner on the home page, making it easier than ever to locate information swiftly and simply. Our online help tool links to a new Knowledge Base and users can now search for information or request help any time of the day, from any location.

The Subject Guides were also revamped to ensure they fit within the new website framework. These are an excellent way for users to access subject-specific information and resources, and the huge increase in their use indicates that students see them as a useful and valuable tool.

Terry’s Dessert Chocolate Apple

The Terry’s Dessert Chocolate Apple was produced between 1926 and 1954 at the company’s Bishophorpe Road factory. Abandoned in favour of the more popular Chocolate Orange, and not heard of for 60 years, our archivists discovered original recipes in the Terry’s archives.

A product brochure from the 1920s revealed that the Chocolate Apple and Orange were regarded as rather special chocolates, eaten especially at celebrations or in affluent homes. The name even suggests that the Apple had a place at the dinner table as a dessert.

This September, we partnered with York Cocoa House and Mansion House for the ‘Unwrapping the Chocolate City – Re-imagining the Chocolate Apple’ exhibition. Members of the public could explore the Terry’s archive, view the Apple and sample chocolate inspired by it. This highly successful event was very much enjoyed and received much media coverage, both in local and national publications.

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1 October 2012 – 30 September 2013

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Appointments and Promotions
between 1 October 2012 and 30 Sept 2013

Alan Stephens, IT Support Specialist (Oct 12)
Katie Burn, Project Officer (Oct 12)
Jess Stephens, Project Support Officer (Oct 12)
Benjamin Chwistek, Facilities Assistant (Oct 12)
Sandy Busby, Shelving Assistant (Oct 12)
Alison Henesy, Weekend Library Assistant (Oct 12)
Hannah Hogan, Weekend Library Assistant (Oct 12)
Nicola Robinson, King’s Manor Library Assistant (Oct 12)
Daniel Villa Garcia, Data Centre Technician (Oct 12)
Lydia Harris, Library Assistant, full-time role (Oct 12)
Steven Newman, York Minster Library Assistant (Oct 12)
Graham Hughes, Archives Assistant (Nov 12)
Derryn Robins, Library Assistant (Nov 12)
Clare Miller, Library Assistant (Nov 12)
Joe Palmer, Shelving Assistant (Nov 12)
Thom Blake, Library Assistant (Nov 12)
Tom Grady, Library Assistant (Nov 12)
Ruth MacMullen, Library Assistant (Nov 12)
Ruth Patterson, Library Assistant (Nov 12)
Alison Kaye, Academic Liaison Librarian (returned from maternity leave Nov 12)
Kirstyn Radford, Academic Liaison Librarian (returned from secondment Nov 12)

Hannah Smith, Business Analyst (Jan 13)
Thom Blake, Project Support Officer (Open Access) (Jan 13)
Matthew lsson, Library Assistant (Jan 13)
Chris Johnson, IT Operations Assistant (Jan 13)
Stephen Cook, Networks Specialist (Feb 13)
Chris Taylor, Digitisation Assistant (Feb 13)
Richard Fuller, IT Security Technical Specialist (Mar 13)
Philip Breslin, Senior Facilities Assistant, fixed term (Mar 13)
Paul Carey, Overnight Facilities Assistant, fixed term (Mar 13)
Elizabeth Ashling-Carter, Digitisation Assistant (Apr 13)
Hannah Cooke, Communications Assistant, fixed term (Apr 13)
Catherine Lewasley, Digitisation Assistant, fixed term (Apr 13)
Gilly Storey, Library Assistant (Apr 13)
Martha Moulson, Senior Library Assistant (open contract) (Apr 13)
Laura Hallett, Project Manager, fixed term (May 13)
Rosie Hare, Weekend Library Assistant (May 13)
Hannah DeGroff, Library Assistant (May 13)
Max Spicer, Identity Systems Developer (May 13)
Jamie Clarke, IT Support Specialist (Jun 13)
Kirsty Whitehead, Academic Liaison Assistant (returned from maternity leave Jun 13)

Thom Blake, Project Support Officer (Open Access) (open contract) (Jun 13)
Morag Lehrle, Project Officer (CSE), fixed term (Jul 13)
Carolyn Murphy, Library Assistant, fixed term (Jul 13)
James Barker, Digital Workspace Group Technical Assistant (Jul 13)
Simon Harrison, Digital Workspace Group Technical Assistant (Jul 13)
Paul Owen, Digital Workspace Group Technical Assistant (Jul 13)
Clea Grady, Communications Assistant, fixed term (Jul 13)
Jonathan Parvass, Network Technician (Aug 13)
Andrew Smith, Technical Research Officer, secondment (Aug 13)
Arthur Clune, Head of Systems, secondment (Aug 13)
Elaine Hickes, Weekend Library Assistant (Aug 13)
Mark Rhodes, IT Technical Assistant (Aug 13)
Richard Stubbs, YPP Driver, fixed term (Aug 13)
Phil Breslin, Senior Facilities Asst (open contract) (Sept 13)
Steph Jesper, Academic Liaison Assistant, fixed term (Sept 13)
Bill Johnston, Web Developer/Systems Integrator (Sept 13)
Tracy Wilcockson, Conservation Technician (Sept 13)
Laura Hallett, Project Manager (open contract) (Sept 13)
External Activities Presentations

**Michelle Blake**
Relationship Management at University of York, iSchool, University of Sheffield, November 2012, York.
Introduction to marketing within academic libraries (with Angus Brown), CPD25, December 2012, London.
Why relationship management?, Libchats, University of Kent, February 2013, Canterbury.

**Arthur Clune**
Academic and Research Introduction to marketing within academic libraries, British Library, London, April 2013

**Heidi Fraser-Kraus**
Murder in the Library: Creating Innovative Induction Exercises, Introductory Events, at Manchester University and Senate House Library, London, July 2013

**Olivia Else**
Marketing Libraries: What the not-for-profits can learn from the lots-of-profits, Webinar for WebJunction, August 2013

**Heidi Fraser-Kraus**

**Jackie Knowles**
Flexible Loans: a Lean approach to customer engagement and service improvement at the University of York Library, 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Royal York Hotel, York, UK, July 2013. (Conference paper to follow when proceedings are published)
Flexible loans: working collaboratively to improve the student experience, Northern Collaboration Conference – Collaboration: the New Academy, University of Huddersfield, September 2013

**Jenny Mitcham**
Digital Preservation, Annual meeting of Alcoholics Anonymous Archivists group, AA GSO, October 2013

**Ian Hall, Jessica Stephens and Sarah Kennedy**
Can you measure it? The UK experience of TechQual+, 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services, July 2013

**Ned Potter**
Web 2.0 communication, University of the Arts, London, November 2012
Marketing with new technologies, UKeIG, York, December 2012

**Jackie Knowles**
Presentation skills, British Library, London, January 2013
An Introduction to Social Media, British Library, London, January 2013
Marketing with new technologies, University of East London, March 2013
Presentation Skills, British Library, London, April 2013
Blogging and Tweeting for the Library, British Library, London, April 2013
Marketing with new technologies, Academic and Research Libraries Group, Bristol, May
Marketing with new technologies, UKeIG, Edinburgh, May 2013
Marketing Libraries: What the not-for-profits can learn from the lots-of-profits, Webinar for Webjunction, August 2013
Twitter for Customer Service, British Library, Boston Spa, September 2013

**Stephen Town**


Katherine Webb
Biggish things are on the go: the campaigners for a University of York, 1946–1963, Lecture to Riccall Historical Society, November 2012
The Retreat: leading a tour of the grounds, followed by Illustrated talk: ‘The Retreat in Pictures’ (on the development of the buildings and estate) for Retreat patients and staff, June 2012, and for York Quakers, September 2013.

**Liz Waller**
Great expectations”: how libraries are changing to meet student needs, UKSG Annual Conference Bournemouth 2013
Sarah Thompson and Liz Waller
The Library Chameleon: Changing Spaces for the 21st century, Keynote at European Business Schools Librarians’ Conference Cambridge April 2013

Representation on external bodies

Michelle Blake
- SCONUL Focus editorial board
- Relationship Management Group (21st century academic libraries) Steering Group

Ruth Elder
- Cospac Collection Management Board Member
- LAMP (Library Analytics & Metrics Project): member of Community Advisory Group

Heidi Fraser-Kraus
- Vice-Chair of UCISA
- Board member of NEUPC
- Board member of YHMAN

Sarah Griffin
- Committee member (co-editor newsletter), CLILIP Rare Books and Special Collections Group

Catriona Kemp
- UHMLG (University Health and Medical Librarians Group: Committee Member)
- CLILP (Chartered Institute of Library and Information Professionals), including:
  - Health Librarians’ Group 
  - Mentoring Group
  - University, College and Research Group

Jackie Knowles
- Head of Customer Services Networking Group
- Customer Service Excellence Networking Group
- Member of a subgroup on customer facing service standards – part of the RLUX Working Group on Service Efficiency

Lindsey Myers
- YHULISS (Yorkshire and HumberSides University Librarians’ International Student Support) Member

Ned Potter
- CLILP (member)
- SLA (member)

Stephen Town
- Conference Convener & Chair of the Editorial Board, Northumbria International Performance Measurement Conferences
- ARL LibQUAL+ Steering Committee
- Library Assessment Conference Planning Committee
- Editorial Board, Performance Measurement and Metrics
- Editorial Board, Journal of Library Administration
- Ex Libris Directors
- RLK Library Directors
- SCONUL Representative
- SWETS UK Customer Advisory Board
- White Rose Library Directors
- University of York Court

Peter Turnbull and John Mason
- YHMAN TAG (Yorkshire and Humberside Metropolitan Area Network, Technical Advisory Group) Members

Liz Waller
- SCONUL Strategy Group on User Experience and Success
- Chair of the SCONUL Library Design Award 2013

Publications

Clare Ackerley and Tony Wilson

Penelope Dunn

Dunn, Penelope (2013), Work smarter, not harder – service evaluation in HYMS. UHMLG Summer Residential Conference, 20 Jun 2013. (http://uhmlg.wordpress.com/2013/06/26/uhmlg-summer-residential-2021-june-2013-day-1/)

Stephen Town
Marketing with video: it’s now essential and easier than you might think, Library Journal, December 2012
Marketing Libraries is like Marketing Mayonnaise, Library Journal, April 2013
10 golden rules to take your library’s Twitter account to the next level, Library Journal, August 2013

Awards and Accolades

Penelope Dunn
Winner of the UHMLG New Professional Bursary 2013
Leavers
between 1 October 2012 and 30 Sept 2013

Jennifer Basford, King’s Manor Library Assistant (Oct 12)
Michael Achola, Network Services Specialist (Oct 12)
Fergus McGlynn, Web Applications Programmer (Nov 12)
Nigel Thomas, Systems Developer (Nov 12)
Emma Dobson, Archives Assistant (Nov 12)
Thom Blake, Shelving Assistant (Nov 12)
Tom Grady, Processing Assistant (Nov 12)
Duncan Bell, Academic Liaison Assistant, fixed term (Nov 12)
Brad Jones, Library Assistant (Nov 12)
Steph Jesper, Academic Liaison Assistant, fixed term (Dec 12)
Dave Surtees, Assistant Director (Enterprise Systems) (Dec 12)
Helen Savage, Digitisation Assistant (Dec 12)
Ian Padwick, Business Systems Developer, fixed term (Jan 13)
Thom Blake, Library Assistant (Jan 13)
Kash Amin, IT Support Technician (Jan 13)
Patricia McNamara, Administrator (Jan 13)
Keith Arnold, Assistant Facilities Manager (Feb 13)
Steven Downes, Head of Technical Services (Feb 13)
Julie Bates, Information Services Admin Team Leader (on secondment from Feb 13)
Catherine Lewsley, Library Assistant, fixed term (Mar 13)
Mark Williamson, Eve/Weekend Library Assistant (Mar 13)
Clare Miller, Library Assistant (Mar 13)
Lisa Manston, Facilities Assistant (Apr 13)
John Grannan, Assistant Director (Infrastructure) (Apr 13)
Katie Burn, Project Officer (on maternity leave from May 13)
Martin Drienovsky, Network Technician (May 13)
Janet Marsham, Weekend Library Assistant (retired June 13)
Nicola Mattriss, Conservation Assistant (Jun 13)
Matthew Limnane, Facilities Assistant (Jun 13)
Ben Chwiotek, Facilities Assistant (Jun 13)
Hannah Cooke, Communications Assistant, fixed term (Jul 13)
Sue Cumberpatch, Academic Liaison Librarian (retired Jul 13)
Paul Owen, IT Technical Assistant (Jul 13)
Carmen Rhodes, Library Assistant (on maternity leave from July 13)
Heather Walker, Administrator (Aug 13)
Penelope Dunn, Academic Liaison Assistant, fixed term (Aug 13)
John Isles, Web Systems Administrator/Developer (Aug 13)
Ioana Herring, King’s Manor Library Assistant (on maternity leave from Sept 13)
Sue Bolton, Business Systems Developer (retired Sept 13)
Nicola Robinson, Weekend Shelver and King’s Manor Library Asst (Sept 13)
John Bryant, Weekend Shelver (Sept 13)
Matthew Itson, Library Assistant (Sept 13)
Matthew Spokes, Facilities Assistant (Sept 13)
“Our aim is to be leading edge, and it is a credit to all Information staff that we are very much regarded as such by our peers. This is a trend we hope to continue into the next academic year and beyond.”

Stephen Town
Director of Information and University Librarian