Annual Report
LIBRARY & ARCHIVES

2009-10
Introduction 3
Content development 4
Digital developments 6
Learning Space development 8
Borthwick Institute 9
Library User Survey 2010 13
Service developments 16
Staff development activities 18
Forthcoming developments 20
Appendices
  Staff in post 21
  Staff activities 25
Welcome to the Annual Report of the University of York’s Library & Archives. I hope you will find this a helpful and informative summary of our work over the academic year 2009-10.

During this period there has been a great deal of progress towards meeting the University Information Strategy and in delivering excellent facilities for our users. There has been a large amount of change in our physical offering with the refurbishment of the JB Morrell Library continuing to schedule. I appreciate the patience and understanding of our users during this work, and also the flexibility and responsiveness of staff to these major disruptive changes. Our virtual presence has also continued to improve, with major digital library, library systems and electronic content developments. Many of the areas that were highlighted last year as forthcoming have come to fruition this year. The specifics of these developments are described in more detail in the rest of this report.

The report is again organised around our main strategic objectives of Content development, Digital developments, Learning Space development, and Staff developments with associated appendices listing staff and their broader activities. Finally there is a section on Future developments. Our users continue to inform our developments and I am very grateful for the detailed and helpful feedback that we have received through comments, surveys and committees over the past year.

I am pleased to say that the University has continued to support us both practically and financially with our developments and all our staff have worked hard to repay the investment and deliver excellence.

I believe this report clearly demonstrates the progress we have made in the past year towards providing a world class Library & Archives for the University. I take pride in these achievements and thank all the staff for their effort and contribution.
New Collections and Content

The 2009 library survey results again highlighted the need to acquire more content, and the Library has continued to invest substantially in this area. We have been fortunate to have capital grants again this year to provide extra copies of student reading and to extend our coverage of electronic journal back-files and other full text electronic resources.

Resources purchased this year include:

**Abstracting and Indexing databases**

- **Bibliography of British and Irish History (BBIH):** a comprehensive index of writings about British and Irish history from 55BC to the present.

- **Index Islamicus:** the international classified bibliography of publications in European languages covering all aspects of Islam and the Muslim world.

- **Index to Legal Periodicals Full Text and Retrospective:** international indexes covering more than 1,025 legal publications with access to the full text of over 325 journals.

**Archive & Manuscript collections**

- **19th Century British Pamphlets:** over 20,000 pamphlets, some of the most significant collections of this type of material held in UK research libraries.

- **British Literary Manuscripts Online, c. 1660-1900:** provides an insight into the lives and works of Britain’s major writers across two hundred years through complete facsimile copies of manuscripts, correspondence, diaries and journals, drawings and handwritten notes.

- **Early Western Korans:** 62 early printed western Korans including all the Arabic Koran editions printed in Europe before 1850.

**Electronic book collections**

- **British Social Attitudes:** the full text of the annual reports (17th – 26th editions) from the National Centre for Social Research, Britain’s largest independent social research institute.

- **Handbook of Statistics:** the full text of all volumes from volume 1 (1980) to volume 29 (2009).

- **Kluwer Arbitration Online:** gives access to an extensive collection of primary source materials and expert commentary to support international arbitration research.

- **Lecture Notes in Computer Science Archive:** the full text access to all the titles published in this widely recognised series from volume 1 (1973) to volume 1185 (1996).

- **Oxford Handbooks Online:** collections in Business & Management and Political Science from this prestigious and well regarded series.
Oxford Scholarship Online Law Collection: nearly 300 ebooks covering all areas of law.

Past Masters eBook Collections: ten new collections including: Collingwood – Complete Philosophical Texts (upgrade); Davidson – Philosophical Essays (upgrade); George Eliot – Notebooks and Library; Hobbes – Correspondence; Kierkegaard – Samlede Vaerker; Marx and Engels – Collected Works; Plato – The Collected Dialogues; Mary Shelley – Journals; Spinoza – Opera; Tennyson – Letters.

Royal Society of Chemistry eBook Collection, 2010: more than 40 new titles published during 2010. The University now has access to all the titles published by the RSC since 1968.


Electronic journals and newspaper archives
American Historical Newspapers from ProQuest: full text archives of the Chicago Tribune (1849-1986), New York Times (1851-2006), New York Tribune (1841-1922), and Washington Post (1877-1993) four of the most important primary sources for the study of American history, politics, society and culture.

British Periodicals Collections 1 & 2: the full text of almost 500 periodicals published between the 1680s and the 1930s covering a wide range of subjects from across the arts, sciences and social sciences.

E-journal backfiles: collections from Elsevier (14 subject collections in the sciences and social sciences), Springer (11 subject collections in the sciences, social sciences and humanities), Wiley Blackwell (15 subject collections in the sciences and social sciences), Taylor & Francis (3 subject collections in the sciences and social sciences), the Institute of Physics (journal archive 1999-2006), Emerald (over 120 management and business related titles); Annual Reviews (37 sciences titles), and Nature (the Nature archive 1869 to 1949).


Illustrated London News Historical Archive, 1842-2003: a complete full colour facsimile archive of the world’s first fully illustrated weekly newspaper.

Reference resources
Blackwell Encyclopaedia of Sociology: over 1800 specially commissioned entries written and edited by an international team of scholars.

Classical Music Reference Library: over 40,000 pages of reference materials drawn from authoritative titles covering all classical genres and spanning the entire history of Western classical music from the Medieval period to the 21st century.

Complete Dictionary of Scientific Biography Online: a comprehensive collection of scientific biographies of mathematicians and natural scientists from all countries and historical periods.

Dictionary of Irish Biography Online: over 9,000 biographical articles of prominent men and women born in Ireland and the noteworthy Irish careers of those born outside Ireland.

New Palgrave Dictionary of Economics: this major reference tool combines the scholarship of the acclaimed 8 volume print edition (2nd edition, 2008) with the flexibility of an online resource.

Oxford Islamic Studies Online: a key reference tool for Islamic Studies drawing on a wealth of primary and secondary sources.

Gifts and deposits
James Heath Collection
Special Collections was delighted to receive the first batch of a collection of books all of which include illustrations by the 18th century engraver James Heath. The collection of around 3000 books was bequeathed to the university by John Heath, a descendant, and the remainder of the collection should be with us very soon. The books complement the existing George Smith collection also centred on James Heath.
York Digital Library

The Digital Library (YODL) has now been available to students for almost a year and contains a range of collections to support York’s teaching and research. Chief amongst these is a large active teaching collection scanned under licence for our History of Art Department and available via access controlled module sets. In addition, there are a number of additional image collections, for which we have secured the agreement of the rights holders for public access.

Audio and video resources are a key target for the coming year, and we have made significant progress towards building a workflow for adding and describing audio and video resources, in particular music. Integration with the streaming service is planned to allow users to access recordings online. Other resources soon to be included in the Digital Library are masters theses from the Management School, a pilot prior to offering a full masters theses service, and past exam papers.

Finally, the Electronic Texts pilot which ran in the Digital Library from 2008 until this summer, has now moved from project to service. It is rolling out at the moment to Departments, offering scanned book chapters for dedicated course readings.

JISC YODL-ING Project

Since March 2009 we have been running a JISC project, YODL-ING, along with technical partners Acuity Unlimited and colleagues in Leeds University. This project has made significant progress and we will shortly launch a new interface to the Digital Library, created as part of this project. This interface offers a much more richly-featured...
experience and will include an innovative image streaming service, to allow users to interact with images on screen. Following on from this release we plan to add page turning, audio and video streaming and enhanced discovery tools.

Acuity are currently prototyping new licence management features which will help us with administration of the different licences applied to resources in the Digital Library, and will also assist users understand the terms associated with different content. Other work for the remainder of the project includes a self-submission tool to allow users to deposit their own materials into YODL, accessibility testing and a study of our digital preservation requirements.

YorSearch

YorSearch, the Library & Archives’ new resource discovery front-end, was launched earlier in the year. Since the beginning of the current academic year, it has been the default on all our public catalogue terminals in the Library, and has been widely promoted in information training delivered by our Academic Liaison Librarians. YorSearch offers a fresh, new perspective on searching the library catalogue resources. It also brings together library catalogue resources and items from the White Rose Research Online repository, allowing users a single point of access to print and electronic resources. A connector to MetaLib, which searches our subscription databases, is in testing and will be made available shortly.

Digitisation

We are partners in a JISC-funded project, LIFE-SHARE, to look at consortial approaches to the digitisation lifecycle. Already this project has produced valuable outcomes, including case study reports relating to our on-demand digitisation of archival resources, and approaches to electronic course texts. These have offered a number of recommendations which will be taken forward. Indeed, this project has come at a good time as it is helping us to think more broadly about how the Library & Archives can better serve our users with digitisation services. In addition, a case study produced for our partners in Sheffield offers some useful insight into audio digitisation and gaining copyright clearance and permissions for re-use. Forthcoming from this project is a toolkit to help with planning digitization activities.

Digitisation activities continue within the Digital Library team, in support of the History of Art Department and also on a range of projects, including the Archaeology slide collection and University photographs, both of which will be made available shortly, along with the Tuke family papers and Vickers scientific instruments image collection. From early 2011, we will be funding projects selected from a recent funding call issued by the Library and funded by a capital grant. This is a very exciting prospect and will allow multimedia content around the University which is currently underused or inaccessible to be brought into the Digital Library for wide dissemination and re-use.
JB Morrell Library Refurbishment

The last annual report noted that our refurbishment of the Morrell would begin in January 2010, so December 2009 saw the Library busy with the redistribution of book and journal stock to other floors and the movement of furniture to storage. Arriving back after Christmas the second floor had succumbed to the winter weather and the numerous leaks made us very pleased to hand the floor to our contractors, Shepherd Construction, for them to begin work.

During this first phase the University released additional funding to allow for the replacement of the windows which caused some delay to the full delivery of the second floor, but July still saw book stock and reader spaces installed for customer use. The second floor has delivered:

- Wireless provision throughout
- 133 study spaces, all providing power for laptop use
- Two bookable group study rooms
- One large collaborative space
- 12 single study rooms
- Two IT study rooms
- 11 catalogue PCs.

Work on the third floor is now underway with an anticipated delivery date of 23rd December, just in time for Christmas!

Customer reaction to the refurbished floor has been very positive, the different facilities, comfortable working conditions and simplified layout greatly appreciated.

Computer Science building

This year has seen further planning for the Library occupation of the Computer Science building which has now been named the Harry Fairhurst building in honour of the first University Librarian at the University of York.

The facility will now provide:

- Two large centrally bookable teaching rooms
- One centrally bookable seminar room in proximity to the large teaching rooms
- 7 Group study rooms
- 56 seater IT classroom, centrally bookable
- Accommodation for Music, CD and DVD stock including a bookable viewing room
- Multimedia archive and Digital Transfer Suite
- Approximately 300 study spaces ranging between IT rich, group space to more traditional individual spaces
- Wireless provision to all areas
- Dedicated postgraduate provision including study facilities and a postgraduate lounge
- Study provision for visiting researchers
- Library seminar rooms

The Fairhurst building is also bringing together teams with a customer facing, learning and teaching focus, providing office accommodation for:

- Academic Liaison Librarians
- E-learning development team
- Learning enhancement team
- IT training
- IT Support Office.

This is in addition to housing other staff functions from the Information Directorate, including Content Services, Digital Library and the Library Senior Management Team

It is anticipated that the building will be completed on the 23rd March 2011, and the Library will occupy the building during early April, opening to customers after the Easter vacation 2011.
The Borthwick Institute

The Borthwick has continued to provide services to the University community and beyond, and some long term projects are now about to reach successful conclusions. In addition, significant new projects and fund-raising have added to our portfolio of work. Digitisation has continued to occupy our attentions. In Preservation and Conservation, we have significantly strengthened our capacity in order to address predicted trends and problems in advance of their impact on us.

The National Archives Policy, *Archives for the 21st Century*, has been formally adopted, and the Borthwick is playing a part in its implementation. Towards the end of the period, a change of government heralded significant changes in the structure of archive strategy/policy-making bodies (notably the decision to abolish the Museums, Libraries and Archives Council), and in the immediate fortunes of all organisations in the public sector. The implications are unclear, but the changes and financial pressures may help to strengthen some of the messages and policy aims of *Archives for the 21st Century* – especially around partnerships and making better use of scarce resources.

**Research**

The numbers of in-person day-time visits to the searchrooms have fallen this year, by around 7%. The reasons are various, including a fall in the disposable income of a key section of our researchers, and the harsh winter, which discouraged many researchers from travelling. The drop in in-person researcher numbers is not a cause for despondency, however: remote enquiries and remote access have improved markedly over the past year - a key strategic aim for the Borthwick - and are likely to continue to do so as more material comes on line. As reported last year, this switch of enquiry modes would have the beneficial effect of reducing the carbon-footprint of the archives operation.

Evening visits by appointment have been, as expected, few in number, but they have been helpful to those researchers who have needed them. A Japanese scholar, working on the Rowntree Company Archive, has made several extended visits, during each of which we were able to arrange for her to stay into the evening, and thereby making the best use of her limited time in this country. Closer to home, an independent writer used several of his evenings to visit the Borthwick to prepare material for two popular books – coincidentally on Rowntree and Chocolate.

Analysis of the Borthwick’s figures shows an increase of about 8% in the numbers of visitors undertaking research other than family history over the last year. There has also been a similar, although smaller, rise in the numbers of University of York members using the Borthwick’s resources. Family historians remain our largest user-group, maintaining a 57% stake in our total user numbers. The Borthwick Institute continues to appeal to the general public, with two-thirds of our visitors coming to us from outside the university environment.

The year 2009-10 has been one of significant change for the reprographic service, both in terms of the routes that copy orders are coming from and the methods we can use to fulfil them. Additional probate index material was made available on-line in the early autumn of 2009, which has resulted in a significant increase in the requests for photocopies of probate files, and has made this year busier than 2008-9: there was a 150% increase in the business of the reprographic service this year. Further material is expected to be added in the year 2010-11, so the trend might be expected to continue.

Another significant development this year has been our ability to provide electronic copies of microfilm images – where previously we have only been able to produce paper copies. This has had a significant impact on our service in two main ways. Firstly, the quality of the images is better. Secondly, the images can be delivered to customers more quickly.

The University has recently changed its collection and reporting of web statistics. Although this means they are useful, realistic and robust, it does also mean that we do not have comparable data to establish trends. This year’s report therefore has to be seen as the beginning of a period of data collection; in 5 years or so we may be able to
distinguish some trends and conduct some useful analysis. The report tells us that we received 53,966 unique visitors in the last reporting year.

Archives

We have made many additions to existing archives, with the overall numbers of accessions being broadly similar to those of previous years. Significant acquisitions for 2009 include a large volume of papers relating to the Tuke Family of Quaker reformers, including the Robson and Capper families. There is much more correspondence, several diaries and many photographs (including more than 20 daguerreotypes) to add to the Tuke Archive that has been at the Borthwick since the late 1960s. The project to digitise this archive is described below.

The generosity of Raymond Burton allowed the Borthwick to acquire some significant additions to our holdings of business records: Banks Music, the music and musical instrument retailer, has been based in York from the eighteenth century, and Raymond Burton was able to acquire a series of records from them, including accounts, covering the years 1825-1930 (RBY). Similarly, Raymond Burton gave the Borthwick a letter book (1825-1841) from a wool merchants’ in Leeds, Dodgshun, Dickinson & Co.

The British Sundial Society added to their records, including their national survey of mass dials made in the period 1100-1600. A rare survival of a draft parish register was discovered for the parish of Sheriff Hutton, for the years 1807-1857. York societies continue to be represented, with the archive of the York Incorporated (Church of England) Sunday School Committee, 1799-2008, and the York and District Field Naturalists’ Society (which includes minutes, accounts and species reports 1874-1994). Further afield, the Yorkshire Garland Group (which collects Yorkshire folk music) deposited minutes, reports and accounts 2005-2008. The University’s own York Student Television gave us videos of interviewees, footage and programming 1967-1990.

Projects

Cause Papers in the Diocesan Courts of the Archbispohric of York 1300-1858: a database project Funded by the Andrew W. Mellon Foundation

This project reached a successful conclusion in July, in terms of the extracting of all the relevant data. However, we were able to continue some of the project’s staff in their contracts to extract additional data from cause paper files not originally envisaged as part of the project, which will result in a much fuller coverage of the files than would otherwise have been achieved. Work on the database progresses in the background, and the database will be launched at a conference on 13 November. A final report on the project will be given in next year’s annual report.

‘Treating the Record’: The Retreat Archive Funded by the Wellcome Trust Research Resources in Medical History Scheme

The conservator, Alison Fairburn, has now completed this project. Because of staff changes this year (below), and because of unexpected problems encountered in conserving the items in this archive, we did not complete conservation on every item that we expected to treat at the outset of this project; at the end of the project 12 volumes still needed to be conserved fully. Set against the achievement of conserving nearly 900 boxes of patients’ papers, and over 50 volumes of papers (many of which had to be completely stripped down and individual leaves repaired) this is an impressive achievement. The project conservator, Lydia Stirling, has also been successful in securing employment following completion of this initiative.

Conserving and Making Available the Records of Slavery: Harewood House Funded by The Heritage Lottery Fund.

The conservation assistant, Catherine Dand, has completed the conservation and preservation phase of this project. At the same time she has successfully undertaken several training placements in other conservation workshops to add to her range of skills and knowledge. The web-site associated with this project is now live (www.york.ac.uk/projects/harewoodslavery/index.html), and we are expecting additional material for it from Harewood House.

The Rena May Fenteman Fellowship Funded by a bequest from Rena Fenteman.

In her will, Rena Fenteman left the Borthwick a generous sum to appoint a scholar to research and publish a history of Barlow, with which her family has been associated for many years. We appointed Brodie Waddell to this post, and he has spent the year as a post-doctoral researcher engaged in the project. The outcomes will be a Borthwick
paper and an online account of the history of Barlow in the style and format of the Victoria County History. In partnership with the VCH, this is intended to be the first VCH account for a parish in the former West Riding. The final report for this project will appear in next year’s report.

The Tuke Archives digitisation project Funded by the University of York.

Digital access to catalogues for, and images of archives is a key strategic driver for archives internationally. There are many problems associated with such developments. It was to research these problems and discover solutions to them that led us to pick the Tuke Archive, because of its unexplored research potential, its containing many of the typical formats of archives, and its manageable size, as a pilot for digitising archives and making them available through the digital library. Katy Johnson was appointed as project archivist in January, and will complete her work at the end of November. The outcomes of the project will be: a completely recast archive catalogue, using Encoded Archival Description, with each catalogue entry tied to images of the archives themselves, and available online through the digital library; close knowledge of the problems and possibilities of such work; and, completely unanticipated, a large and interesting addition to the Tuke Archive that would not have come to our attention had the project not run. The final report for this project will appear in next year’s report.

Lifeshare

The Borthwick has played a role in the JISC funded LIFE-SHARE project as one part of the University of York’s case study which examined Strategies to support on-demand digitisation. The case study, completed by Project Officer Matthew Herring, investigated the workflow for providing on-demand digitisation services for archive materials and focused on capturing requests; long-term storage and delivery of digital images produced by the service via YODL; and delivery of digital files to customers. Outputs have included:

- A web form was created to capture image requests.
- Technical standards and a model for long-term storage of images in York’s YODL repository were drawn up.
- A model for delivery of images to customers using YODL was drawn up.

Skills for the Future

The Borthwick is a partner in this national project, for which funding has been approved in principle by the Heritage Lottery Fund, to increase the diversity of people working in archives. More details will appear as the project moves beyond the funding stage into the delivery stage.

Fund raising

The Borthwick needs to raise significant sums to acquire the archive of a leading living playwright. This work has been conducted throughout the year, in partnership with TFTV and External Relations. We are about half-way to our target.

Museums and Galleries Fund

The Borthwick was successful in a major application to HEFCE’s dedicated Museums and Galleries Fund. In the first successful application to this fund by an HE Archive, we have been awarded £600,000 over 5 years; the grant must be spent on making the Borthwick’s holdings more accessible to HE nationally.

Preservation and conservation

Alison Fairburn was appointed as archive conservator following Trevor Cooper’s retirement and the successful completion of her Wellcome-funded Retreat Archive project. In a further change, we have discontinued the post of annual archive trainee (the first such post nationally, beginning in the early 1980s), and converted it into the post of archive conservation trainee; the first holder of this new post is Catherine Dand, formerly the Lascelles Project conservation assistant. The rationale for this change is founded in the poor situation facing archive conservation training (only 6 trainees on the Archives and Records Association’s training course in the UK, coupled with falling numbers of archive conservators in an aging profession in publicly-funded repositories). At the same time, it is now increasingly easy for those wishing to enter archives to secure training places.
Catherine Dand was successful in two national competitions for funding to support her conservation studies. The Queen Elizabeth Scholarship Trust and the York Consortium for Conservation and Craftsmanship both run competitions open to all fields of conservation, to assist in pre or post-qualification training. Catherine has been generously helped by both bodies, and will complete her qualification in 2011.

Catherine Dand and Chris Webb gave the annual John Shannon Conservation Lecture in the Merchant Adventurer’s Hall in York, organised by York Civic Trust and the York Consortium for Conservation and Craftsmanship in June, on the subject of the Lascelles Archive.

**Borthwick staff contributions to other organisations**

Members of staff have continued to play roles in other organisations locally, regionally and nationally, contributing their special expertise in a great variety of ways in support of archival activities interpreted in the broadest sense. These are listed in Appendix 2.

**Freedom of Information**

Freedom of Information continues to be an important part of the work of the Borthwick and Records Management team. One hundred and nine non-routine requests for information were submitted to the University under Freedom of Information legislation in the period covered by this report and co-ordinated by this office.

Requests have grown in complexity as awareness of the Act has increased alongside applicants’ confidence in using it. Common subjects of enquiry include datasets profiling the student population, information on admissions and offers, salaries and expenses, finances and investments, course content, academic misconduct, as well information relating to the state of the local environment and strategic objectives. More singular requests related to any reported instances of paranormal activity on campus and the case of a skull found in Leeds in the 1960s. Requests relating to research have shown a marked increase. Grants, contracts, ethical review procedures, research outputs and backgrounds have all been requested.

Requests now rarely lie with a single department or source and data has to be mined from various business and reporting systems. Two to three departments are commonly involved with searching for and supplying information for the average request, most requests being multi-part and seeking information across a number of years. Despite the logistical and technical challenges presented by data collation and the co-ordination and consideration of requests, 88% of responses provided the information in full or in part. The most common reasons for being unable to provide information were that it was not held, constituted personal data, was already published or exceeded the Act’s cost limit. In the small number of instances where a request was refused in full this was usually because the information was already publicly available.

Half of the requests (51%) came from individuals (private/without a corporate affiliation), a third derived from the local, national and student media (33%), and the remainder (16%) from companies and organisations, ranging from trade unions and campaign groups, to parish councils, embassies and high commissions.

These figures exclude subject access requests made under Data Protection legislation. While the number of those seeking their own information remains comparatively small, there is greater interrelation between the Acts. Combined requests are increasingly made as part of other proceedings (e.g. employee or student complaints) or in anticipation of them.

Significant progress has been made in supporting the University’s compliance with the legislation, with the development of staff training modules in Data Protection, Freedom of Information and Records Management and their incorporation with the Statutory and Compliance Training programme. The University’s FOI Publication Scheme underwent full revision in 2009 and its Records Management guidance continues to develop alongside finding aids for the University Archive and training resources via the VLE. The imminent launch of a new Records Management website through the web CMS will further consolidate and promote this guidance, training and resource.
The Library User Survey was conducted between 4th May and 31st May, 2010 using the Web-based instrument, LibQUAL+ (www.libqual.org). The results of this survey allows the Library to identify best practices, analyse deficiencies and identify areas for improvement and to allocate resources more effectively.

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

The survey comprises 22 core questions to ascertain what users expect from the library service as well as how they perceive the quality of service received. The questions focus on three dimensions of Library service:

- Affect of Service (customer service)
- Information Control (resources and ease of access)
- Library as Place (study environment).

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

Survey Activity

1,292 responses were received from a randomly selected email sample, resulting in a 7.65% response rate. The following number of respondents completed the survey:

- 718 undergraduates
- 342 postgraduates
- 127 academic staff
- 35 library staff
- 70 other staff.

The highest percentage of responses came from English (8.35%), History (8.19%), Biology (7.76%) and Politics (6.84%).

Results Analysis

The areas that users consider to be the most important (with highest desired levels of service) are:

- Making electronic resources accessible from my home or office (IC-1)
- Print and/or electronic journal collections I require for my work (IC-8).

The areas that users consider to be the least important (with lowest desired levels of service) are:

- Giving users individual attention (AS-2)
- Space for group learning and group study (LP-5).

The main areas that users have identified as gaps in our service level between their minimum expected level of service and their perceived levels of service are:

- Quiet space for individual work (LP-2)
- Library space that inspires study and learning (LP-1)
- A haven for study, learning, or research (LP-4).

The largest gaps between perceived and desired levels of service and so the priority areas for improvement are:

- Library space that inspires study and learning (LP-1)
- Quiet space for individual work (LP-2)
- A haven for study, learning, or research (LP-4)
- A comfortable and inviting location (LP-3)
- Space for group learning and group study (LP-5).

The most effective areas are those in which the Library is closest at meeting respondents’ desired expectations:

- Library staff who deal with users in a caring fashion (AS-6)
- Library staff who are consistently courteous (AS-3)
- Library staff who have the knowledge to answer user questions (AS-5)
- Giving users individual attention (AS-2)
- Willingness to help users (AS-8).
<table>
<thead>
<tr>
<th>Affect of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS-1 Library staff who instill confidence in users</td>
</tr>
<tr>
<td>AS-2 Giving users individual attention</td>
</tr>
<tr>
<td>AS-3 Library staff who are consistently courteous</td>
</tr>
<tr>
<td>AS-4 Readiness to respond to users’ enquiries</td>
</tr>
<tr>
<td>AS-5 Library staff who have the knowledge to answer user questions</td>
</tr>
<tr>
<td>AS-6 Library staff who deal with users in a caring fashion</td>
</tr>
<tr>
<td>AS-7 Library staff who understand the needs of their users</td>
</tr>
<tr>
<td>AS-8 Willingness to help users</td>
</tr>
<tr>
<td>AS-9 Dependability in handling users’ service problems</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>IC-1 Making electronic resources accessible from my home or office</td>
</tr>
<tr>
<td>IC-2 A library Web site enabling me to locate information on my own</td>
</tr>
<tr>
<td>IC-3 The printed library materials I need for my work</td>
</tr>
<tr>
<td>IC-4 The electronic information resources I need</td>
</tr>
<tr>
<td>IC-5 Modern equipment that lets me easily access needed information</td>
</tr>
<tr>
<td>IC-6 Easy-to-use access tools that allow me to find things on my own</td>
</tr>
<tr>
<td>IC-7 Making information easily accessible for independent use</td>
</tr>
<tr>
<td>IC-8 Print and/or electronic journal collections I require for my work</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library as Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>LP-1 Library space that inspires study and learning</td>
</tr>
<tr>
<td>LP-2 Quiet space for individual work</td>
</tr>
<tr>
<td>LP-3 A comfortable and inviting location</td>
</tr>
<tr>
<td>LP-4 A haven for study, learning, or research</td>
</tr>
<tr>
<td>LP-5 Space for group learning and group study</td>
</tr>
</tbody>
</table>

The zone of tolerance chart shows our results for all users across all dimensions of library service (as detailed in the table above).

The blue bars represent the ‘zone of tolerance’ (perceived scores against minimally acceptable and desired service levels). The top of the blue shows the mean score for desired level of service. The bottom of the blue bar shows the mean score for minimum level of service. The red line represents the mean for perceived level of service.
Superiority mean scores (the difference between the perceived level of service and the desired level of service) declined across the 22 core and 3 of the 5 local questions.

The decline in results is not unexpected, given the disruption to the Library service this year because of the Library refurbishment programme. This is reflected in the fact that results in the Library as a Place area have declined most significantly. Free text comments provided in the survey also reflect that the refurbishment has negatively affected experience of the Library this year, though a number of comments acknowledge that the short term disruption should be for longer term gain:

“I understand that the library is being refurbished, and while, yes it’s not great to have that going on while I’m here, I understand it needs to be done and it will aid future students.”

“Once the refurbishments have been completed I believe the Library will be a lot more modern and useful.”
Customer Services

Following a review, the Enquiry and Reception desks on the ground floor of the J.B. Morrell Library were redesigned and rebadged as a single Help & Information point, which we hope will make it easier for users to get help. This single point for enquiries about any aspect of library services is staffed from 8am to 10pm Monday to Friday and 10am to 6pm at weekends. When the Library is open outside of these hours and offering self-service only, a library attendant sits at Help & Information to monitor the entrance and exit but is able to direct users to self-help information.

A new facility was launched in the summer, to enable users to pay off their fines by putting coins in the self-service machine when the Lending Services desk is closed. The machine can provide change if needed. Our long term aim is to introduce real time online payments but that requires an interface between the university and library systems which is yet to be developed.

Work has continued on adding RFID tags to the lending collections, to replace the barcodes for issuing and returning books. RFID speeds up the issuing process and offers the potential of additional efficiencies e.g. for finding lost or misplaced books, and in the use of a book sorting machine, which will be installed as part of the refurbishment. A project to catalogue the collection of CDs held currently in the Music Department, was successfully completed. This collection will move after the refurbishment to join the remainder of the music stock in the Fairhurst Building.

King’s Manor Library

Various changes were introduced last year in response to requests from users. Some more well-used material including the pamphlet collection is now housed on the upper floor, so it can be accessed without having to go down the spiral staircase. The areas of stock arranged according to the UDC scheme are gradually being reclassified to the University Library scheme which is more familiar for students and the remaining UDC stock which is less well-used, is being moved to the ground floor. The Key Texts collection has grown in response to demand from those modules taught at King’s Manor and now operates in the same way as at the J.B. Morrell Library, with 4 hour and overnight loan periods. Opening hours on Saturdays are now 10am to 1pm and have extended to include opening on the last Saturday of term.

Library tours for Archaeology undergraduate students are now held in weeks 2 and 3, which resulted in increased numbers attending.

York Minster Library

After many years’ of committed service to York Minster Library and its users, John Powell retired in March. A new partnership agreement between the University and the Dean and Chapter has now been signed, which provides a comprehensive and secure framework for the future running of the Library. A new post of University Special Collections and York Minster Librarian has been created and Sarah Griffin took up the post on 1 August.

Academic Liaison

The Library & Archives has assumed responsibility for copyright compliance and advice to the University. A part-time Copyright Advisor is part of the Academic Liaison team and is preparing web pages and other materials, as well as being available to answer individual enquiries.

Information skills developments

In 2008 the Library launched a set of four tutorials: Welcome to the Library, Using the Library Catalogue, Understanding and using journals and Evaluating websites. In the summer of 2009, the Welcome tutorial was made available through the VLE and feedback sought. Following this feedback, all of the tutorials are now available through the VLE and an additional tutorial on the new library catalogue, YorSearch is also available. The Classic Catalogue and YorSearch tutorials continue to be delivered in web format as well. Individual Academic Liaison Librarians have continued to work with their departments to identify opportunities for information skills development within the academic curriculum, and to create context-specific materials at an appropriate level.

Karen Smith and Janette Colclough continue to supply extensive support to Health Sciences by teaching and assessing information retrieval and research skills on the majority of undergraduate and postgraduate modules. New initiatives over the last academic year include:
For staff: a Spring and Summer term series of concise (45 minute) lunchtime sessions entitled *Information Updates for Health Sciences Lecturers, Researchers and Administrators* where drop-in seminars and practical sessions on a range of subjects such as copyright, Web of Knowledge, CINAHL, Endnote, EARL, White Rose Research Online and The Cochrane Library were provided.

For students just about to start a module or beginning a dissertation, *Brush up Your Literature Searching Skills* study days were provided. The objectives of the event were to update students on key health care information resources and how to access these effectively to inform their studies, academic writing and professional practice.

The Sociology Academic Liaison Librarian, Sue Cumberpatch, has piloted some training materials with first years in their Library induction sessions. This comprises some “dummy” library records on the catalogue (with a Toy Story theme e.g. *To infinity and beyond* by Buzz Lightyear) which are also on a VLE-based reading list, and which can be used to try out the procedures for a) making a request for a book when all copies are on loan, and b) booking a four-hour Key Text book. The opportunity to actually practise these common procedures should save students frustrating failed attempts, and also reduce queries at the Library helpdesk. Sue has also, with Matt Cornock the SPSW VLE manager, and Library Assistant Kirsty Allen, produced a video demonstrating how to use the mobile shelves in the North Rooms safely.

The video is available at: [www.york.ac.uk/library/electroniclibrary/onlinetutorials](http://www.york.ac.uk/library/electroniclibrary/onlinetutorials) and is also on YouTube.
Major staff development activities in 2009/10 included:

- An Away Day for all Library & Archives staff at the Royal York Hotel was organised in July, to commence work on Customer Service Excellence (CSE). Some members of the IT Services Team were also invited to the day. Staff were tasked in breakout groups to look at each criterion identified in the CSE government standard, to identify evidence to support the work we already do in each area, and to identify policies, procedures and measures that we would need to put in place to bridge the gaps. The intention is to form a Quality Project Team to progress this work, and move us forward towards achieving the CSE Award.

- The Academic Liaison team met for an Away Day at the Pavilion Hotel in York in January to explore various themes, principally team working and development. The day was facilitated by Chris Watson, Staff Development Manager from Professional and Organisational Development. The themes were explored via a number of exercises, the outcome of which was the identification of issues for further consideration. Subsequently, a half-day follow-up session was held in May as part of an Academic Liaison Forum meeting to identify specific actions which included the creation of a mechanism to identify barriers to progress and encourage the sharing of knowledge and experience to overcome them.

- The Universities of Leeds, Sheffield and York work closely together on a number of initiatives. The three university libraries share a research repository and an e-thesis repository and work together on a number of other projects. The White Rose Research Information Forum is a new initiative (2009) to encourage networking and expertise sharing across the partnership – both with fellow library staff and other University staff involved in research and research support. We are holding a series of White Rose Research Support events for Library and IT staff based at the York, Sheffield and Leeds Universities: http://eprints.whiterose.ac.uk/forum. The second event, held April 2010 in York and sponsored by Elsevier, was extremely well received and therefore it was decided to keep up the momentum and a third event is planned for November 2010 at Sheffield University.

- The Director of Information was invited to deliver a paper Demonstrating Excellence: A European Perspective at the American Library Association Annual Conference in Washington in June. The Director was also asked to deliver a Value and Impact workshop at the conference, to explain, illustrate and engage with potential methods of value and impact measurement, drawing on UK and other international academic library experience.

- One of our Library Assistants who had recently completed their professional qualification in Library and Information Management was asked to present a paper The Consumer Generation and how it is changing the library and information profession at the New Professionals Conference, organised by the Career Development Group and Diversity Group of CILIP in July 2009.

- Continuation of the work-shadowing scheme; Three members of staff have shadowed in other sections of the Library.

- We have had a number of staff who have applied for and have been successful in achieving secondment positions in other areas of the Library & Archives.

- Contributions towards distance learning postgraduate qualifications in Library & Information Management and Conservation Studies.

- Three members of staff successfully completed the University’s Leadership in Action programme.

- An in-house Customer Care training course was developed and facilitated by our Lending Services Team Leader, and has been rolled out to the majority of staff during the 09/10 academic year.

- An in-house Staff Development Newsletter has been produced, which advises staff of all training and development activities and opportunities. This newsletter is edited and distributed by three members of the Staff Development Group termly.

- A project team has been established to look at developing a set of modules in-house targeted towards Library Assistants and other interested staff, either as stand-alone courses, or as a portfolio of modules that would contribute towards achieving a para-professional qualification, i.e. ACLIP. Example modules include Customer Care; enquiry handling; information skills delivery and supervisory skills.

- Three members of staff are underway with their studies for the European Computer Driving Licence qualification. Eight members of staff have successfully completed the European Computer Driving License. Two members of staff have successfully completed the Intermediate European Computer Driving License module.
• Attendance at a wide range of externally-hosted training events, special interest groups, networking and conferences.

• Attendance at a range of University training courses to develop Leadership and management skills, Facilities Management skills, computing and web-based skills

• All staff were asked to complete a number of online modules which form part of the University’s Statutory and Compliance Training and Health and Safety requirements, including a Diversity module, Fire Safety module and Display Screen Equipment module and risk assessment. Other areas of statutory and compliance training have been identified for role groups within the Library & Archives and training requirements have been picked up during the 2010 Performance Reviews.

• There was a visit of five members of the Shelf Management Team to Warwick University to view their book sorting machine and discuss the practical issues of working with it day to day and the impact that this has had on Shelving role and processes.

• There was a visit of twelve members of staff to York St John University to receive a tour of their refurbished building and an update on their recent initiatives and developments in services, quality and staffing. Staff also met with other staff working in similar functional areas, to exchange ideas and experiences with their opposite numbers in a different institution.

• The Library continues to run its successful General Training Programme, and a range of topics were covered this year, including a general brainstorming session for staff; a presentation from York Cares; an update on the Library Refurbishment project; a demonstration of the Library’s new online search tool YorSearch; an update on the Academic Liaison strategy; an update from the Registrar on the role of the University’s Senior Management Group; an update from the Head of IT Services on developments and initiatives in their area; presentations from the Director of Information on how the values work has been progressed following last year’s all staff away day and an update on the Senior Management roles across the Information Directorate; a Health and Safety briefing and sectional updates from staff within the Library and Archives including the Borthwick and the Digital Library Team

• York will be hosting the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services from August 22-25, 2011.
The Library refurbishment project will continue until Easter 2012, with some major milestones being completed over the next year. These will include the phased refurbishment of the first, second and third floors of the JB Morrell Library, offering a fresh look and modern facilities to the building. We will also be opening the Harry Fairhurst building – the former home of the Computer Science department – over Easter 2011. This building will offer over 500 new study spaces for students in a variety of formats, such as single study spaces, group study rooms and collaborative working areas. The building will be IT rich and include an IT classroom, study computers and wi-fi throughout. It will be linked to the JB Morrell Library via a new walkway between the two buildings. We also plan to provide user-focused staff support in this building, with Academic Liaison Librarians, the IT Support Office, IT Training and the E-learning Development and Learning Enhancement teams of the Academic Support Office based there. We are grateful to the University for supporting these developments.

In spite of rising costs, we will continue to invest in information content and its delivery in digital form. An important area over the next twelve months will be the provision of key texts within the Library and we will invest in electronic provision of these high use resources to support the needs of our users.

The Library & Archives will continue its work in Quality Improvement. Over the next year we will work towards the Customer Service Excellence standard, following some productive sessions at our recent All Staff Away Day. We will also be looking to improve our internal measures, using industry standard techniques, such as the Balanced Scorecard, to analyse our processes.

Our Digital Library will continue to grow over the next year, once more supported by external funding. The team has submitted several successful bids to JISC, and also worked with departments to get funding for other specific developments. This funding will enable further academic content to be made available, including Masters Theses and past exam papers, both highly valuable study resources. Further capital will also be spent to exploit existing physical resources through digitisation, working closely with academic departments to identify suitable collections.

The creation of the Information Directorate has enabled us to work more closely with our colleagues in IT services and we look forward to enhancing this relationship over the coming year, enabling us to make further progress towards meeting the needs identified in the Information Strategy.

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

Library & Archives staff in post at 30 November 2010

Director of Information and University Librarian
Stephen Town MA Cantab DipLib Loughborough
FCLIP MCMI

Executive Officer for the Information Strategy
Ian Hall BSc (Hons) York

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

Executive Officer for Refurbishment
Katie Burn (nee Hill) BA (Hons) Leeds (St John’s York)
DipLib Northumbria

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

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

Finance & Quality Assurance Officer
Jean Smith

Administrative Assistants
Martine McCormick BSc (Hons) LJMU PGDip York
Toni Harrison BSc (Hons) Leeds Met

Virtual Library

Digital Library Manager
Julie Allinson BA (Hons) Loughborough DipILM LJMU

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

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

Digital Library Assistants
Matthew Herring BA (Hons) GSA MA Northumbria
MA RCA
Jessica Stephens MA Liverpool

Digitisation Assistant
Helen Savage

Photographer
Paul Shields BA (Hons) Nottingham Trent

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

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

Systems Integrator
Dr. Anthony Leonard (also with IT Services)

Academic Liaison

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

Academic Liaison Librarians
Clare Ackerley BA (Hons) Warwick MA Loughborough
Kirsty Allen BA (Hons) Liverpool MA King’s College London
MSc Aberystwyth
Susan Clayton BA (Hons) Sheffield Hallam, MA Sheffield
Janette Colclough BA (Hons) Durham MA University
College London
Sue Cumberpatch BA (Hons) Leeds Met MSc Loughborough
Olivia Else BMus (Hons) Glasgow MA Northumbria ACLIP
Lisa Foggio BD (Hons) Edinburgh MSt Oxon MSc City
MCLIP, ILTM
Vanya Gallimore BA Southampton MA Sheffield MCLIP
Catriona Kemp MA Edinburgh Dip Lib Robert Gordon
Lindsey Myers BSc (Hons) Plymouth, DipILS Liverpool
John Moores
Kirstyn Radford BA (Hons) Nottingham MA Sheffield
MCLIP
Alison Robson-Kaye BA (Hons) Lancaster PGDip Leeds
Met PGCHE Leeds Met FHEA (Maternity leave from
Sept 2010)
Karen M Smith BA (Hons) Leeds Met
Clare White BA (Hons) Oxon MSc Aberystwyth
Martin Wilkinson BA (Hons) Leeds Met DipLib Leeds Met
Anthony Wilson BA (Hons) York MA Northumbria

Content & Customer Services

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

York Minster Librarians
Sarah Griffin BA (Hons) University of Kent MSc
Aberystwyth
Antonio Jimenez-Milian BA University of Barcelona, MA
Open University of Catalonia MCLIP

Content Acquisition Librarian
Sarah Thompson MA St Andrews DipLib Robert Gordon
Content Description Librarian
Sue Elphinstone BA (Hons) Thames Valley

Special Collections Librarian
Sarah Griffin BA (Hons) University of Kent MSc Aberystwyth

Electronic Resources Co-ordinator
Robin Cook

Cataloguing Co-ordinator
Ilka Heale

Serials and e-resources Team Leader
Paula Cahill

Shelf Management Team Leader
Ruth Elder BA (Hons) York St. John MA Sheffield

Bibliographic Services Team Leader
Kathy Boyd BA (Librarianship) Newcastle-upon-Tyne Polytechnic MCLIP

Content Services Assistants
Lucy Cook
Caroline Frow BA (Hons) Bristol BA (Hons) Open MA Open
Stuart Gladwell BA (Hons) Southampton MA (Hons) York
Lucy Jaques BA (Hons) UWE MA Reading DipLib UCE
Bradley Jones BA (Hons) Brighton
Catherine Markham
Martha Moulson BA (Hons) Leeds
Tony Pickard BA (Hons) York
Carmen Rhodes BA (Hons) Sheffield
Tony Simmonds MA Oxon, MA Loughborough
Keith Webster
Kenneth Whyte
Victoria Wilkie BA (Hons) Lancaster, MA Lancaster

Processing and Shelving Assistants
Thomas Blake BMus (Hons) N’cle MMus N’cle
Stacy Lambourne BSc (Hons) Central Lancashire Grad Dip Lincoln MA Lincoln
Helen Millward

Shelving Assistants
Jane Bailey
Alan Chambers BSc (Hons) York St John
Lydia Harris
Jennifer Jenkins BSc (Hons) London (External)
DipSocAdmin York
Fran Leavy BA (Hons) Open
Susan Morris

James Edward Oates
Karen Roberts
Nicola Robinson
Teresa Spayne
Pamela Sullivan
Helen Walsh

Customer Services Manager (acting)
Sarah Thompson MA St Andrews DipLib Robert Gordon

Customer Services Team leader
Paula Mountain-Agar

Interlibrary Loans Team Leader
Margaret Dillon BA (Hons) York

Interlibrary Loans Assistants
Elaine Hickes
Lisa Hopwood

Customer Services Assistants
David Balderson BSc (Hons) York
Susan Clowes
Vicki Crow
Sonja Gardner BA (Hons) Stirling NVQ – Information & Library Services: Level 3
Eleanor Hall
Ioana Herring BA University of Bucharest, MA University of Bucharest
Susan Lazenby
Ruth MacMullen BA History/English and Related Literature York
Margaret McGart
Amanda Mosses
Patricia Ruddle
Jessica Stephens MA Liverpool
Linda Thomas

Evening and Weekend Supervisors
Marie Kelly BA (Hons) Kent
Catherine Lewsley
Andrew Mulholland BSc (Hons) Surrey, NVQ – Information & Library Services: Level 3

Evening/Weekend Assistants
Nicola Beard
Helen Clarkson BSc (Hons) Leeds
Zoe Devlin BA (Hons) MA Sheffield PhD York
Caroline Frow BA (Hons) Bristol BA (Hons) Open MA Open, NVQ – Information & Library Services: Level 3
Sonja Gardner BA (Hons) Stirling NVQ – Information & Library Services: Level 3
University Records Manager and Archivist
Charles Fonge BA, DPhil York MA (ARM) University College London

Archivists
Amanda Jones BA MA PhD Warwick MA (ARM) University College London
Katherine Webb (York Hospital Trust) BA DAA University College London PhD Manchester

Tuke Archivist
Katy Johnson BA Manchester MA Liverpool

Archive Conservator
Alison Fairburn Dip Archive Conservation Society of Archivists

Conservation Trainee
Catherine Dand BA Durham

Archive Assistants
Emma Dobson BA York
Danna Messer BA Denver MA York
Alexandra Mould BA York MA York

Records Management Assistant
Graham Hughes BA Liverpool

Research Assistants
Helen Carrel MA Cantab MA York PhD Cantab
David Gent PhD York
Robert Kinsey PhD York
Simon Sandall BA MA PhD East Anglia
Emma Watson BA Hull MA PhD York

Security Attendant
Sheila Robins

Honorary Research Fellow
Alison Brech MSc Oxon

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

Office Manager
Sara Slinn MA Oxon

King’s Manor Library Assistants
Jennifer Basford BA (Hons) Nottingham MA York
Eleanor Hall
Marie Kelly BA (Hons) Kent
Naomi Preston MSc Napier BSc (Hons) Open University
Helena Sears BA (Hons) York
Jessica Stephens MA Liverpool

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

Facilities Manager
Keith Arnold

Attendants Team Leader
Simon Duckett BA (Hons) Lancaster

Attendant team
Victoria Armitage
George Atkinson BSc (Hons) Open University
PGCE York
Clive Baker
Mary Anne Blades
Monica Clausosada
Kevin Cooper
Dorothy Gent
Stephen Liddle BA (Hons) Reading
Barrie Pearson
Sheila Robins
Kathleen Jeanette Senior
Matthew Spokes BA (Hons) LIEA, MA York
Appointments and Promotions between 1 October 2009 and 30 November 2010

Catherine Dand, Conservation Trainee (Sept 2009)
Keith Webster, Content Services Assistant (Sept 2009)
Nicola Robinson, Weekend Shelving Assistant (Oct 2009)
Fran Leavy, Weekend Shelving Assistant (Nov 2009)
Graham Hughes, Records Management Assistant (Dec 2009)
George Atkinson, Evening/Weekend Attendant (Jan 2010)
Alison Fairburn, Archive Conservator (Jan 2010)
David Gent, Research Assistant (Jan 2010)
Toni Harrison, Admin Assistant (cover Roger Butler-Ellis year secondment) (Jan 2010)
Katy Johnson, Tuke Archivist (Jan 2010)
Robert Kinsey, Research Assistant (Jan 2010)
Matthew Spokes, Attendant (Jan 2010)
James Edward Oates, PT Library Assistant (Mar 2010)
Helena Sears, King’s Manor Library Assistant (Mar 2010)
Ioana Herring, Library Assistant (Apr 2010)
Stacy Lambourne, Processing/Shelving Assistants (Apr 2010)
Eleanor Hall, King’s Manor Library Assistant (May 2010)
Jessica Stephens Digital Library Assistant (May 2010)
Ian Hall, Executive Officer for the Information Strategy (Jul 2010)
Katie Burn (nee Hill), Executive Officer (Refurbishment Project 12 months FT) (Aug 2010)
Sarah Griffin, Special Collections & York Minster Librarian (Aug 2010)
Kirsty Allen, Academic Liaison Assistant (cover Susan Clayton) (Sept 2010)
Susan Clayton, Academic Liaison Librarian (Maternity Cover for Alison Robson Kaye) (Sept 2010)
Lindsey Myers, Academic Liaison Librarian (Sept 2010)
Tony Simmonds, Library Assistant (Sept 2010)
Victoria Wilkie, Library Assistant (Sept 2010)
Thomas Blake (Oct 2010)
Alice Bennet, PT Library Assistant York Minster Library (Oct 2010)
Lydia Harris, Library Assistant Kings Manor Library (Oct 2010)
Lucy Jaques, Content Services Assistant (Oct 2010)
Stephanie Kempson, PT Evening & Weekend Library Assistant (Oct 2010)
Natalie Kopytko, PT Evening & Weekend Attendant (Oct 2010)
Lisa Dorothy Manaton, PT Evening & Weekend Attendant (Oct 2010)
Amanda Mosses, PT Evening & Weekend Library Assistant (Oct 2010)
Diane Roberts, Library Assistant (Oct 2010)
Ellie Stevenson, PT Library Assistants York Minster Library (Oct 2010)
Emma Symons, PT Evening & Weekend Library Assistant (Oct 2010)
Brodie Waddell, Rita Fentiman Fellowship (Oct 2010)
Helen Walsh, Weekend Shelving Assistant (Oct 2010)
Graham Hughes, Records Management & University Archives Assistant (Nov 2010)
Mark Williamson, Weekend Library Assistant (Nov 2010)

Staff departures between 1 October 2009 and 30 November 2010

Ethan Connor, Attendant (Nov 2009)
Carl Jones, Evening/Weekend Assistant (Nov 2009)
Victoria Watt, Customer Services Assistant (Nov 2009)
Roger Butler-Ellis, Administrative Assistant on a year secondment (Jan 2010)
Naoko Evans, Attendant (Jan 2010)
Judith Tanfield, Processing/Shelving Assistant (retired Feb 2010)
John Powell (retired Mar 2010)
Kate Thorley, Library Assistant (Mar 2010)
Kwame Yelbert, Evening/Weekend Attendant (Mar 2010)
Teresa Spayne (resigned from processing/shelving Oct 2009)
Alison Garnett, Content Services Assistant (career break, May 2010)
Jane Henley, Customer Services Manager & Academic Liaison Librarian (retired July 2010)
Rosemary Van Zijl: Academic Liaison Librarian (retired July 2010)
Janice Tindall, Evening/Weekend Assistant (July 2010)
Marianne Christophers, Shelving Assistant (Aug 2010)
Philippa Hoskin, Archivist (Sept 2010)
Victoria Hoyle Archives Assistant (Sept 2010)
Tulika Jaiswal, Weekend/Evening Assistant (Sept 2010)
Catherine Markham, Content Services Assistant (Sept 2010)
Clare Miller, Content Services Assistant (Sept 2010)
Brodie Waddell, Rita Fentiman Fellowship (Sept 2010)
Emma Watson, Research Assistants (Sept 2010)
Rachel Bickley, Weekend Shelver (Nov 2010)
Katy Johnson, Tuke Archivist (Nov 2010)
Diane Robert, Library Assistant (Nov 2010)
Appendix Two

Library & Archives staff – external activities

Papers given

Julie Allinson and Yankui Feng
Flexible workflows with Fedora, the University of York approach. 5th International Conference on Open Repositories, July 2010, Madrid, Spain

Ian Hall
Promoting the Concept of Competency Maps and Interprofessional Assessments Linked to e-Portfolios to Enhance the Student Learning Experience in Preparation for Work Based Learning, Employability and Life Long Learning (with Catherine Coates, Jill Taylor, Julie Laxton, Chris Dearnley) Presented at the Eden Conference, Valencia, June 2010.

Karen M Smith and John A Flannery
Presented an oral communication/paper entitled: Library design: an overview of best practice in library architecture worldwide on the 12th EAHIL Conference: Discovering new seas of knowledge: technologies, environments and users in the future of health libraries, that took place at the Estoril Congress Centre in Portugal, from 14th to 18th June 2010

Nigel Thomas
Thomas, Nigel and Allinson, Julie (2010) YODL2: Developing a search interface for multimedia content at the University of York. In: 5th International Conference on Open Repositories, July 2010, Madrid, Spain

Stephen Town
Value & Impact Workshop. American Library Association Annual Conference, June 2010
Demonstrating excellence: a European Perspective. American Library Association Annual Conference, June 2010

Christopher C Webb
Dead Polecats – a Yorkshire perspective Anglo-American Conference at the IHR, June 2010
Vermin: churchwardens and the support of the parish poor Early Modern Churchwardens’ Accounts: Uses and Abuses, University of Kent, Canterbury, October 2010

Antony Wilson
Annual Learning and Teaching Conference, June 2010: Connecting with communities – university outreach promoting higher education, skills and opportunities.

Publications

Lisa Foggo and Kirstyn Radford
Peer support teaching with postgraduates. Getting up to speed: hints and tips for new library professionals, UC&R Yorks and Humber 8th June 2010

Sarah Thompson

Presentation at National Acquisitions Group seminar, CILIP HQ, London, November 2009

Lindsey Myers

Kirstyn Radford and Lisa Foggo
What lies beneath… Forum: The University of York [online], 24, p4 autumn 2010

Sara L Slinn
Clergy and Laity in the Nineteenth Century in The English Parish Church through the Centuries: daily life & spirituality, art & architecture, literature & music (2010)

Sarah Thompson
User-driven purchasing: a pilot project to test an alternative pricing model for Springer e-book collections. Serials, 23(2), 135-139

Representation on external bodies

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

Kingsley Boulton
Ex Libris Products User Group, UK and Ireland, committee member

Sue Cumberpatch
JIBS User Group, Chair
JISC Stakeholder Group member
Bloomsbury Academic (publisher), Library Advisory Board

Catherine Dand
Annual John Shannon Conservation Lecture for York Consortium for Conservation and Craftsmanship and York Civic Trust

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

Charles R Fonge
Canterbury and York Society, Secretary
Records Management Society HE/FE Records Management Steering Committee, UK Archives Discovery Network

Elizabeth Harbord
British Library Document Supply Futures Steering Committee
Heads of Customer Services Forum (University Libraries)
White Rose/British Library Collaborative Management Project
White Rose Research Online Management Group

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

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

Sarah Griffin
Historic Libraries Forum, the Cathedral Libraries and Archives Association, CILIP Rare Books and Special Collections Group, committee member

Sara L Slinn
Yorkshire Archaeological Society, Parish Register Section, Chair

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

Nigel Thomas
Fedora-UK & I & EU, Oxford

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

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

Liz Waller
SCONUL Space Planning Working Group – member

Christopher C Webb
Aberystwyth University Archive Administration MSc Econ,
External examiner
MAPLE (Major Archives Projects Learning Exchange, National Council on Archives)
MLA Designation Panel
National Archives Strategy Implementation Group
Music Preserved Council
Rowntree Society Board
National Archive Cataloguing Grants Scheme Panel
Yorkshire Archaeological Society Record Series, Secretary & General Editor
Yorkshire Archive Managers’ Forum
York Diocesan Parish Records Group

Katherine Webb
Health Archives and Records Group, member

Martin Wilkinson
IEEE UK Users Group

Academic Teaching and Supervision

Stephen Town
MSc in Library Management, Sheffield University, February 2010

Christopher C Webb

Anthony Wilson
Extended Project Workshops delivered in collaboration with other University colleagues.
Presentation at the Extended Project Teachers Conference on Friday 26th November, 2010
Acknowledgements

Thank you to the Library & Archives staff who have contributed to the Annual Report:

Julie Allinson
Julie Bates
Jo Black
Robin Cook
Christine Ellwood
Lisa Foggo
Charles Fonge
Sarah Griffin
Ian Hall
Elizabeth Harbord
Toni Harrison
Paul Shields
Sara Slinn
Karen Smith
Stephen Town
Liz Waller
Christopher Webb
Tony Wilson