Contents

Introduction 3
Content developments 4
Digital developments 6
Learning Space development 8
Borthwick Institute 9
Library User Survey 2011 13
Service developments 16
Staff development activities 17
Forthcoming developments 19

Appendices
  Staff in post 20
  Staff activities 24

Acknowledgements 27
Introduction

Welcome to the Annual Report of the University of York’s Library & Archives for 2010-11. This year has seen a large number of new developments, which we hope have resulted in a very positive improvement to the services we provide to the University community.

Our physical space provision for learning and research is now greatly improved as we approach the conclusion of the £20m Library refurbishment programme in March 2012. Three of the floors of the JB Morrell Library are already complete and open to users. I am also delighted to report the opening of the Harry Fairhurst Building on 26 April, and its variety of study facilities has been used extensively by users, resulting in many positive comments. Our user services have expanded in line with our improved physical space and we continue to get helpful feedback from our users through our Library Survey.

Our provision of content has also expanded this year, both physically and electronically. This has included important acquisitions for our teaching and research collections, special collections and archives. Our virtual presence has also improved greatly, with further digital library and library systems improvements. The specifics of all of these developments are described in more detail in the rest of this report.

The report is organised around our main strategic developments in Content, Digital developments, Learning Spaces, Archives, Services and Staff developments with associated appendices listing staff and their broader activities. We also provide analysis of our Library Survey, to which we received a record response this year. Finally there is a section on Future developments, highlighting key areas to be delivered in 2011/12.

We continue to work closely with colleagues in services across the University to deliver these improvements and I appreciate the efforts of all staff involved. We also remain grateful to the University for the investment it has provided for improvements, and to all our users for the help they provide in guiding the development and delivery of our services.

I believe this report clearly shows our development towards creating a world class Library & Archives. I hope you enjoy this report and would welcome any feedback from you on it, or any of our broader activities.

stephen.town@york.ac.uk
Content developments

Collections

Despite the difficult economic climate we have continued to expand our collections in response to the needs of staff and students.

E-resources acquired – 2010/11

Abstracting and indexing databases

SciFinder Scholar: the 2011 subscription to this important scientific research discovery tool has been upgraded from single user access; there are now no limits on the number of users who can simultaneously log in and search the resource.

Archive and manuscript collections

Digital National Security Archive: six new collections of declassified primary documents relating to US foreign and military policy since 1945. The University now has access to all the 36 collections currently available.

State Papers Online IV: The Stuarts, James I to Anne, 1603-1714: State Papers Foreign, Ireland and Acts of Privy Council: this collection completes the Papers of the Stuart period with almost 1.2 million pages of manuscript images and 38,000 fully searchable Calendar Entries. The University has purchased all four parts of this major series giving access to State Papers domestic and foreign from 1509 to 1714.


Victorian Popular Culture – Music Hall, Theatre and Popular Entertainment: this collection of primary source material gives an insight into popular entertainment from 1779 to 1930 and complements the other Victorian Popular Culture collections already purchased by the University (Spiritualism, Sensation and Magic; Circuses, Sideshows and Freaks).


Electronic book collections

Colloquium Digital Library of Life Sciences Collection: the full-text of 50 Morgan & Claypool titles published in five series: Integrated Systems Physiology; Developmental Biology; Cell Biology of Medicine; The Developing Brain; Biotechnology.

African Writers Series: this online edition of Heinemann’s print series gives access to the full text of over 250 volumes of fiction, poetry, drama and non-fictional prose from some of the most important and significant writers in modern African literature.

Cambridge Histories Online: the full-text of all the volumes in the Cambridge Histories series. The volumes are grouped into topics covering: American History; British History; Economic History; General History; History of Science; History of the Book; Language and Linguistics; Literary Studies; Music; Philosophy; Political and Social Theory; Regional History; Religious Studies; Theatre Studies and Performing Arts; Warfare.

Royal Society of Chemistry eBook Collection, 2011: over 50 new titles published during 2011. The University has online access to all the titles published by the RSC since 1968.

Methods in Enzymology: the complete archive of this long running series, giving access to the full-text of all volumes from volume 1 (1955) onwards.

OECD Library (Books, Papers, and Statistics): a comprehensive collection of OECD publications and data. The University already had access to 26 OECD statistical databases; this upgrade adds the full-text of over 6,000 e-book titles, 14 journals, and 24 Working Paper series.

Electronic journal archives


Cambridge Journals Digital Archive: the full-text of over 170 Cambridge University Press titles from the first issue of each title to 1996. The archive covers a range of subjects in the arts, humanities, sciences and social sciences.
Oxford Journals Archive Upgrade: this upgrade adds 32 new titles to the existing archive. The University now has access to over 140 Oxford University Press titles from volume 1 issue 1 of each title to the final issue of 1995.

Reference resources

Oxford Bibliographies Online – Philosophy: provides authoritative guidance and recommendations about potentially useful and significant sources for a range of topics in philosophy. Sources include primary texts, journal articles, reference works, monographs and book chapters.

Encyclopaedia of Quantitative Finance: the online version of this major reference work provides comprehensive and up-to-date coverage of all aspects of quantitative modelling in financial markets.

Statesman’s Yearbook Online: an important source for information on every country in the world, covering such areas as: key historical events, population, social statistics, city profiles, politics, climate, defence, international relations, the economy, energy and natural resources, industry, international trade, religion, and culture.

Process improvement

Electronic invoicing

After a successful trial with our two main suppliers over the summer, the Bibliographic Services Team has now gone live with electronic invoicing. It has made considerable savings in staff time as invoices are now uploaded directly into Aleph rather than being input manually. It is proposed to further refine this by automating the process of downloading the invoices from the suppliers’ ftp servers.

New leading edge library management system

Our library management system supplier, Ex Libris, is developing a new system for managing all aspects of content acquisition, cataloguing and loans called Alma. We are a European Early Adopter partner along with six other libraries in the UK and Europe which gives us direct input into the development of the product. We anticipate that it will enable us to streamline many of our processes which will speed up making resources available to staff and students and free up staff to focus on new areas of activity. In anticipation of implementation in 2012/13 we are reviewing all our processes and staff roles and skills.

Special Collections

Raymond Burton

In February 2011 we received the sad news that Raymond Burton had passed away. Raymond was a generous benefactor and supporter of the University, especially in the creation of the Raymond Burton Library for Humanities Research. A commemorative bust (pictured) is on display in the library in remembrance. His estate has continued to donate books to the library since his death.

Acquisitions

Special Collections has continued to receive material from the John Heath collection and more than a third if the items have been added to the catalogue.

A collection of books from the Sessions bookbinding company, which went into receivership this year, have been donated. The Sessions donation includes a good selection of books on book and printing history.

Special Collections was represented at October’s Open Day. A display was laid out in the Life Long Learning rooms at the Borthwick and the Special Collections Librarian was on hand to provide more information as required. Approximately 100 potential students visited the display.

York Minster Library

The number of university students and staff using the library has continued to increase as has the number of loans. The Minster Library offered guided tours for the delegates of the Northumbria International Conference in August, and continues to offer instruction for new students on using the resources at York Minster.

The Historic Collections Team, of which the York Minster Librarian is part, collaborated with the university over an exhibition to celebrate the 400th anniversary of the King James Bible. The exhibition opened in August and has had over 500 visitors to date. A five year exhibition plan has now been drawn up.
Digital developments

York Digital Library

The Digital Library (YODL) continues to be a valuable resource with a growing list of collections to support York’s teaching and research. A major addition this year is past exam papers for the last five years. These have been traditionally held as reference only paper collections in the Library – offering these electronically vastly improves access and availability.

We also continue to add regularly to our active teaching collection of images scanned under licence for the Department of History of Art.

A successful pilot with the York Management School has resulted in an agreement to receive and make available master theses from Management on an ongoing basis. Other Departments have expressed an interest in having their masters theses deposited with York Digital Library and we hope to schedule the development work necessary to enable this.

For 2011/12 Audio and video resources are a key target. We are close having a workflow for adding and richly describing audio and video resources, in particular music. Integration with the streaming service is planned to allow users to access recordings online.

Other content highlights include items from Library Special Collections and the Minster Library and the records of the Mount School, held in the Borthwick. These latter have been digitised at the request of an academic who will make direct use of the material in teaching. Content which is digitised and awaiting upload to the Digital Library includes the papers of the Tuke family, the Department of Archaeology slide collection, the Vickers scientific instruments slides from the Borthwick, digitised audio from the JRT Davies collection and a photographic archive of medieval Iberian buildings and sculpture.

Digitisation services

After the successful completion of the JISC-funded LIFE-SHARE project, which looked at consortial approaches to the digitisation lifecycle, we have begun work on establishing a digitisation service for the University to enhance existing photographic and reprographics services in the Library and Archives. In addition, capital funding enabled us to procure some pieces of equipment to expand the range of digitisation work that can be carried out, including an A0 size Zeutschel scanner for high quality scanning of large format items and a sheet-fed A4 scanner to enable rapid digitisation of text documents, such as exam papers or theses.
Digital Library projects

**YODL-ING**

Summer 2011 saw the completion of the two year JISC-funded YODL-ING project. The project has enabled the Digital Library to develop a new user interface and many improvements to the background applications that underpin the Digital Library. Prototyping of new features during this project have demonstrated improvements to access control and license management that we plan to implement in 2012.

**Digitising the York Cause Papers**

Following on from the rapid digitisation project to image 13,000 Cause Papers (numbering many thousands), work is now ongoing to upload these into a repository and make them available to the public. Re-using the interface developed for YODL-ING, this work will allow users of the current database for the Cause Papers to link through to high quality images of each Cause Paper page, and interact by zooming, panning and, later, turning the pages. This interface will be launched at the end of November.

**Exam Papers**

The Digital Library Team has been making past University examination papers available online to University members, via YODL. Almost all of the papers from 2004 to 2010, which were held in paper form by the Library, have been digitised and made available. All of the 2010–11 papers which were sent to the Library by the Examinations Office have been digitised and made available. This amounts to over four and a half thousand individual papers. One academic department has submitted this year’s papers directly in an electronic format, and, in future, this will be the standard way in which examination papers will be preserved and made available by the Library.

**Court, Country, City and OpenART**

The Digital Library are collaborating with the Department of History of Art and Tate Britain to deliver the web site for the Court, Country, City: British Art 1660–1735 project, funded by the AHRC. The first iteration of this work can be seen in the art world in Britain 1660–1735 web site ([http://artworld.york.ac.uk](http://artworld.york.ac.uk)). The art world in Britain 1660–1735 publishes primary sources and research tools for the study of the arts in Britain during this period and is being actively developed by its editor, Richard Stephens. More content and features are being developed over the next year.

**OpenART**

OpenART, a JISC-funded complement to the Court, Country, City work, completed in October and explored the creation of ‘linked data’ for the artworld dataset to offer enhanced search, greater findability on the web and easier linking to other resources. The project is a step into the burgeoning linked data field which has the potential to place our resources in the heart of the web and find links to other material. Further information can be found at our data page: [http://dlib.york.ac.uk/data](http://dlib.york.ac.uk/data).

**Instruments for Research into Second Language Learning: establishing a digital repository**

The IRIS Project, funded by the ESRC for two years is a collaboration between the University of York and Georgetown University. Led by Emma Marsden in the Department of Education, the Digital Library are providing technical development to the project which will use the Digital Library platform as its repository and re-use the YODL interface software to create a bespoke submission and search interface.

**YorSearch**

A new version of ‘YorSearch’ was launched in time for the start of term 2011/12 [http://yorsearch.york.ac.uk](http://yorsearch.york.ac.uk). Using Ex Libris’ Primo software, YorSearch continues to offer searches of books, journals, DVDs and other resources on the Library Catalogue, and is enhanced with a new ‘Articles and more’ option which searches for journal articles on a topic. Results from White Rose Research Online will also be searchable from late 2011.
Learning Space development

The year 2010–11 saw much of the Morrell Library return to full use following refurbishment and completion of work to the third and first floors. During the first floor phase we gained a graphic understanding of the scale of the work when customers could look up at the Library and see through the building, with only structural columns and ceilings and floors left in place! The only outstanding work on the upper floors is the creation of a small, comfortable reading area which will be in place for the new year 2012.

Maintaining a working library side by side with a live building site has tried the patience of both our customers and our staff, despite the best efforts of project staff and contractors to minimise the impact of the work. It is appropriate to use this opportunity to express our thanks to staff and customers alike for their patience and understanding during the transformation process.

Our Kings Manor Library received different shelving this year to replace wooden bookcases which had become damaged over the years. We took the opportunity to re-cycle the best shelving remaining from the Morrell project, benefiting our environmental footprint. Longer term we will be seeking to update the furniture at Kings Manor to improve the overall environment.

We were excited to move into the newly completed Fairhurst building in April this year, with the official opening of the building taking place on the 26 April. The building takes its name from Harry Fairhurst, the first University Librarian who was appointed in 1962, before a large majority of the University was built. This included the Central Library (now the J B Morrell). He spent 22 years at the Library helm and was instrumental in developing the initial collection, which amassed 300,000 items by the time of his retirement in 1984. Speaking in 1965, Harry said, “What I want is a library which is alive, and which is seen to be alive,” and with the refurbishment of the Morrell and opening of the Fairhurst Building, his vision continues to hold true. This building proved popular with returning students this summer keen to get down to revising for their exams. The informal and relaxed spaces provide a wide variety of flexible, modern furniture and student comments include, “Beautiful building, really nice atmosphere, love the new seating,” and, “More of the same please.”

We will move into the 2011–12 Academic year with a suite of buildings offering over 1,200 study spaces to our customers with further spaces to be delivered by the completion of work to the Morrell in February 2012. This will include a new café and social learning space appropriately named the “Library Café”.

photo by John Houlihan
photo by John Houlihan
photo by John Houlihan
photo by John Houlihan
The Borthwick Institute

This year has seen the completion of some significant projects, and successful fund raising for important new ones, both in access and in conservation. On the national scene, The National Archives has begun to take up its responsibilities as the leader of the archives sector following the closure of the Museums, Libraries and Archives Council. It remains to be seen how the separation from Libraries and Museums (whose parent body is now the Arts Council) might affect strategy and funding. The separation does, however, represent a timely reaffirmation of the role that archives play in present day government, law and civic rights.

Research

The minimum numbers of in-person researchers at the Borthwick’s physical facilities continues to show an increase over those using St Anthony’s Hall. Over the six years since we opened in the new building, the yearly average number of in-person researchers is 24 per cent higher than in the decade prior to our move.

The numbers of in-person day-time visits to the searchrooms have, however, fallen this year, by 17 per cent. The reasons are various: they include a fall in the disposable income of a key section of our researchers, and the harsh winter, which discouraged many researchers from travelling (the reduction in reader numbers in December alone was 45 per cent). In addition, April visits fell by one third (with public visitors falling by half); almost certainly this fall is attributable to the greater numbers of Bank Holidays in April.

The drop in in-person researcher numbers at the Borthwick is not a cause for despondency, however. Quite apart from the particular influences upon the figures last year, remote enquiries and remote access have improved markedly – a key strategic aim for the Borthwick – and are likely to continue to do so as more material comes on line. Analysis of the Borthwick’s figures shows that 56 per cent were family historians, and 76 per cent came from outside the University of York.

In-person research visits to the unstaffed microfilm room in the evenings and weekends continue to be popular amongst both individuals and groups. Some researchers are using the facilities at weekends after they have familiarised themselves with the range of material and equipment available on visits made during staffed hours, while other researchers who have visited at week-ends arrange to use the staffed facilities in order to get specialist advice on problems they have encountered while working on their own. Although we have no hard figures, it is clear that the room is in use right across the opening hours of the University Library & Archives. The hours still represent the best opening hours of any UK archive repository.

Exhibitions

This year we have curated or assisted in providing exhibitions at three different venues.

The first, in the Samuel Storey Exhibition Gallery at the Borthwick, highlights the Tuke Archive. The Tukes were a prominent York Quaker family, being well-known for their work in founding The Retreat, which influenced the care of psychiatric patients throughout the world. The occasion for the exhibition was the acquisition of a significant quantity of new material (including a puzzling late 18th century playing card which appears on the reverse to contain a note promising to repay a gambling debt) and the grant of funding from within the University to recatalogue the archive and make it available online through the York Digital Library.

One of the most significant anniversaries this year was the celebration of 400 years since the printing of the King James Bible. The event sparked commemorative activities across the country and interest across the media. In York the anniversary was marked by a major academic conference and a major exhibition at the Minster’s Old Palace. Curated principally by Sarah Griffin, the University’s librarian responsible for Special Collections and York Minster Library, the exhibition draws on the extensive holdings of the Minster, supplemented by material from the Borthwick Institute. This is the first time that the Borthwick has been able to lend material to the Minster in this way, but we expect that it will not be the last. Sarah’s position as a member of the Borthwick staff greatly helped in the planning of the exhibition and the selection of items for it. This, together with her work in constructing a successful application for Government Indemnity Scheme status (itself made possible only through a generous grant by the Friends of the Minster to purchase new exhibition cases for the Old Palace), are all crucial building blocks for what we expect will be years of successful and fruitful collaborations.

We continued to curate an exhibition in the entrance foyer of York Hospital this year. Changing approximately every three months, this exhibition, highlighting York’s hospital archives, is seen by many thousands of patients, visitors and staff each year.
There were, of course, many additions to existing archives, with the overall numbers of accessions being broadly similar to those of previous years. Significant acquisitions for 2010 include:

- Additional papers for the Wood family, Earls of Halifax. These include papers relating to the estates at Garrowby, Hickleton, and Heslington, and include correspondence, minute books, accounts ledgers, rentals, maps and plans, and deeds for the period c1811-1984.
- The archive of William Sessions Ltd, which includes the surviving records and examples of all the publications of this leading printing firm (and of its predecessor, Alexander of York) from c1811-2010. The archive adds to the already considerable volume of inter-related Quaker material at the Borthwick.

Projects

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

This project reached a successful conclusion and was launched at a conference on 13 November. Over 13,000 cause papers from the 14th to 19th centuries, believed to be the largest archive of its kind in the UK, have been entered into a database that allows unprecedented access to this important material. The papers can now be searched by date, type (eg matrimonial offence, defamation), parties, witnesses, places (including places associated with all participants), legal officials and occupations; moreover, all the fields can be searched in any combination to produce quite sophisticated results that allow more rapid access to the cause papers themselves.

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

This project builds on the work of the cause papers database project. A large grant has enabled us to make images of the cause papers (in a six month digitisation project) and attach them to the database. A search will therefore not only reveal what the cause is about, and who was involved, but also allow access to the cause paper itself. The images are due to go live on 28 November 2011.

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

Dr Brodie Waddell completed his research for this project on time, and has written both reports, which have been submitted to the Victoria County History and Borthwick papers respectively.

The Tuke Archives digitisation project
Funded by the University of York

The new archive catalogue is completed and available for use. However, the work of making the images and aligning them with the catalogue has not yet been completed. The size of the task proved much greater than originally projected (not least because of the unexpected acquisition of a large additional Tuke Archive). I hope to be able to report the launch of the catalogue and images in next year’s report.

Skills for the Future

The Borthwick is a partner in this national project, for which funding was granted by the Heritage Lottery Fund. We recruited a historian and a chemist to work alongside each other. They have received in-depth training in palaeography, alongside instruction in digitisation. As referred to above, they are also responsible for the creation of a transition site for the University, in partnership with Lifelong learning.

Sir Alan Ayckbourn Archive

We are extremely grateful to the Heritage Lottery Fund, The V&A Purchase Grants Fund, The Samuel Storey Charitable Trust and the Friends of the National Libraries for generous support in enabling us to purchase this significant archive. Moreover, the funding enables us to work closely with the Department of Theatre, Film and Television and Widening participation to appoint an outreach officer who will combine comedy workshops with study of the manuscripts to bring this material alive to audiences that are not normally associated with archive and university environments. This is a significant outreach development
that we anticipate will produce guidance and practical lessons for similar projects, here and elsewhere.

Yorkshire Digitisation Consortium

The Borthwick has been a prime mover 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 all Yorkshire archive repositories holding Anglican parish registers, with the exception of the West Yorkshire Archive Service. After long and detailed negotiations the Consortium has appointed Find My Past to deliver digitised versions of the parish registers, in what is a major project aimed at opening up the single most used source for family historians prior to 1837. We hope that the site will go live during the course of 2013.

National Digitisation Consortium

The National Archives is co-ordinating a national project to make images of school registers and log books available online.

Parchment and DNA

One of the many benefits of being part of a research active university is the opportunity for research emerging out of chance remarks and conversations with colleagues in other departments. One such conversation has led to the creation of a pilot project to investigate DNA in historic parchment. Working with Bio-archaeology and Chemistry at York and with the University of Dublin, the project hopes to prove the feasibility of extracting reliable DNA information from historic parchments. If the extraction techniques work as anticipated, then the research potential of the information that can be extracted from 700 years of precisely dated parchments is exciting and novel.

Preservation and conservation

The Andrew Fleming Conservation Fund

A generous gift from an alumnus will help us to take forward conservation at the Borthwick in significant ways. The Fleming gift will enable us to:

- train the senior conservator as an instructor in parchment conservation
- become a recognised national centre for parchment instruction.

At a time when archive conservation nationally is facing cut backs, this is a significant step forward in archive conservation at York, which builds upon developments described in the last report. It recognises the importance of conservation as an integral and indispensable part of archive work at a time when other conservation units may be under threat.

Conservation of the Atkinson Brierley Archive funded by the Patricia and Donald Shepherd Charitable Trust

The Borthwick is fortunate to hold the Atkinson Brierley Archive, which offers a comprehensive insight into the architecture of Yorkshire from through the archive of the architectural practice founded by John Carr and continued into the 20th century by the Atkinson brothers and Walter Brierley. The earliest documents date from the early 1800s and the Archive spans a continuum of regional architectural evolution that reaches into the 1950s. With over 700 rolls of drawings and 200 files of correspondence, the Archive details work that ranges from small scale domestic and commercial design through to the construction of the bridges, banks, gaols and racecourses; the documents also record important works carried out at Sledmere House, Newburgh Priory and Harewood. With generous support from the Trust, we have been able to appoint a conservation technician to enable us to conserve some of the most fragile and important plans and drawings in this archive. This is a three year project, which will also recruit volunteers to assist in this work. This will be the first time the Borthwick has extended its volunteering programme to preservation and conservation work. The support from the Shepherd Trust not only helps us directly by conserving fragile documents, but also helps us to extend the range of our work in a way that has not been possible hitherto.

Environment

Regular monitoring by conservation staff shows that the environment in which the archives are stored and consulted has continued to be maintained within the required British Standard.
Minster Library preservation survey

The Keeper was approached by the Minster to assist in framing a brief for a preservation survey for the Minster Library, and to help in the selection of a suitable team to conduct the survey. The survey itself was completed before Easter 2011, and has produced some important results that will help to plan the future strategy and direction of the Library.

Freedom of Information

Freedom of Information enquiries dealt with by the Records Management Team have continued to show a year on year increase. Since 1 January 2005 there has been an increase of 488 per cent (24 to 141 enquiries); the increase between this current year, not yet ended, over the previous year is already 18 per cent. This equates to a current arrival rate of just less than one enquiry every working day. Data Protection subject access requests generally run at a much lower level than FoI enquiries. They have averaged 7-10 requests over the past five years. However, 2011 has already shown a 100 per cent increase on the number received in 2010. The complexity and implications of these requests, moreover, require that considerable time is spent on them. Many enquiries are associated with student cases and prospective appeals to ombudsmen and tribunals. Besides the need to respond to statutory requests, the year has also seen the development and delivery of an online training module covering records management, data protection, freedom of information and information security modules. The Records Manager has also delivered a suite of face-to-face training modules for the University and researchers and continues to work closely with departments, university projects and stakeholders, providing a range of guidance and training.
Library User Survey 2011

The Library User Survey was conducted between 3 May and 31 May, 2011 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.

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)
- A library website enabling me to locate information on my own (IC-2).

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:

- 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)
- Print and/or electronic journal collections I require for my work (IC-8)
- The printed library materials I need for my work (IC-3).

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)
- Space for group learning and group study (LP-5)
- Library staff who have the knowledge to answer user questions (AS-5).

Survey activity

1,865 responses were received, the highest number of responses received for the survey to date and a 44 per cent increase on the previous year. The following number of respondents completed the survey:

- 1,025 undergraduates
- 585 postgraduates
- 156 academic staff
- 22 library staff
- 77 other staff.

The highest percentage of responses came from History (9.3 per cent), English (7.25 per cent), Health Sciences (5.95 per cent), Biology (5.5 per cent) and Educational Studies (5.27 per cent).
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) improved in all but one of the areas in comparison to 2010.

The results improved since 2010 largely because of the positive impact of the library refurbishment project, including the opening of the Harry Fairhurst Building in April 2011. This has led to the results returning to above the desired minimum level. However, there has also been a corresponding increase in expectations from respondents, indicating that there is still important work to be done to meet the needs of library users.

Sample Comments

“Love the new Harry Fairhurst building.”

“Despite building disruption, staff have always done a good job and library information has improved over the past couple of years.”

“I really like the new Harry Fairhurst building, some people find it distracting to have such a large, open space but I find it a welcoming and relaxed atmosphere to work in, thank you!”
Service developments

The major refurbishment, now nearly complete, and the organisational restructure of the Information Directorate have created new and exciting opportunities for colleagues from Library, Archives and IT to work together to improve our services. These changes have already begun but more will be possible in 2011/12.

The refurbished areas now provide a greater variety of study spaces, including IT, single, group and collaborative studies, some of which can be booked in advance while others are “first come, first served”. These have proved very popular and an improved online booking service for single and group studies will be available once the refurbishment is complete. A dedicated area for research postgraduates was opened on the top floor of the Fairhurst building in April, with a mixture of formal and informal study spaces, complete with Wi-Fi and power points for charging laptops. Lockers are also available in this area for daily use. Maintaining customer services since the start of the 2011 summer vacation, when the refurbishment of the ground floor of the Morrell Library began, has required adaptability and patience from both users and staff, for which we are very grateful.

In response to feedback asking for a loan period greater than the Key Text four hours but less than one week loans, we introduced a 24 hour loan category last summer. We hope this will provide a welcome addition to the Key Texts Collection in making essential reading list titles available for students. Also in response to requests from students and staff based on Heslington East, planning started to provide a book drop facility in the Hub building from which books could be collected daily for return to the Library. The logistical challenges of providing such a service away from a staffed library building have proved quite challenging, but we expect this to be up and running soon.

The refurbished Fairhurst building brought the IT Support Office and Library enquiry service physically and organisationally together. Consideration of how these changes can improve help and support for users with library and IT needs has started.

A major development this year has been the new partnership agreement between the University and the Dean and Chapter for the Minster Library. This is embodied by the new joint post of University Special Collections and Minster Librarian, to which Sarah Griffin was appointed on 1 August 2010. The partners have worked extremely successfully this year, providing improved services for Minster Library users, developing outreach activities such as the King James Bible exhibition and publicising more effectively the riches of both Minster and University library collections.

The appointment of an Information Directorate Facilities Manager in March with responsibility for both the central Directorate spaces and those round the campus (such as IT classrooms and the King’s Manor library), has enabled a more strategic approach to service delivery. This will become more evident in 2012, with 24/7 opening of the library planned for the Summer Term.

Academic Liaison, IT Applications support, training and communications colleagues were brought together into one team from January 2011 and have been reviewing strategies for working with users, skills training (eg developing more online training and involvement in widening participation activities) marketing and communication, which will inform service developments in 2011/12.
Staff development activities

Major staff development activities in 2010/11 included:

- An Away Day for all Information Directorate staff at the Royal York Hotel was organised in July, to bring teams from IT Services and Library & Archives together as one group, to start looking at how the student experience can be improved; a topic that is of particular importance to universities with the introduction of increased tuition fees. Stephen Pinfield from Nottingham University was invited to give a key note speech on how their converged Library & IT Service has helped to improve the student experience, and the University of York’s Registrar and Pro-Vice Chancellor for Students were invited to discuss what the student experience meant to them. Staff were then tasked in breakout groups to discuss different areas of the student experience, and to make suggestions for improvements within each area. This was carried out as a ‘world-café’ exercise, so all staff had the opportunity to move between tables and contribute their ideas to each theme. Managers from across the Directorate then met in August, to pull out the key ideas from each of the six areas, and to identify potential projects and quick wins that the University and the Directorate could take forward to help improve the student experience. The next step is for the summary of Quick Wins and Ideas for future projects to be analysed to reflect work already ongoing and to prioritise areas to take forward.

- York hosted the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services from August 22–25, 2011. The Conference attracted over 170 visitors from more than 20 countries, making it the most popular conference in the series so far. The four day programme included presentations, workshops and discussions in addition to a lively social programme, including the conference dinner at the National Railway Museum. Feedback on the Conference has been overwhelmingly positive, and the next Conference is being organised in York for 2013.

- The Director gave presentations at the 9th Northumbria Conference, JIBS User Group AGM, QQML Conference and EBLIP6 Conference.

- Continuation of the work-shadowing scheme; six 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 Information Directorate.

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

- Three members of staff have started the University’s Management in Action programme.

- An in-house training course on Dealing with Difficult Customers was developed and facilitated by our Customer Services Team Leader, and has been rolled out to a number of Library & Archives staff during the 10/11 academic year.

- The Assistant Director (Archives) continues to Chair the University’s Public Lectures Committee, and serve on the History Graduate Board.

- The Records Manager developed a course on Data Protection and Information Management for the University, which he facilitates and which sits under the umbrella of courses offered by the University’s Professional and Organisational Development Office. He also helped to develop an online statutory Information Management module for roll-out to staff across the University.

- Two Academic Liaison Librarians have been invited to deliver a session on Developing Information Literacy in the Digital Age, which forms part of the Postgraduate Certificate in Academic Practice (PGCAP). This has been running for the past two years. The PGCAP is a 60 credit Masters-level programme designed to both support and enhance the engagement of University of York staff with their academic responsibilities.

- The Records Manager worked with other colleagues in the University to develop two sessions which form part of the Postgraduate Certificate in Academic Practice (PGCAP): Approaching Ethics in Academic Practices and Issues of Academic Conduct.

- Two members of Library staff were successfully recruited to join the University’s coaching programme; a nationally accredited coaching qualification to develop in-house coaching capabilities. Coaching offers an additional mechanism for one-to-one confidential support to enable individuals or groups to make positive changes as part of either personal or professional development.
A member of Library staff was successfully selected as one of the University’s new mediators, trained to help people in the workplace who are in dispute to work out an agreement. Mediation is a voluntary and confidential process, the outcome of which is often an agreement which focuses on improving relationships and conflict resolution.

Three members of staff have successfully completed the European Computer Driving License.

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 skills, Personal skills such as organisation and communication, Facilities Management skills and computing and web-based skills.

A member of staff completed the University’s Springboard programme; a course for women who want to make positive changes in their professional and/or personal lives. Women learn coaching skills and work in groups to set goals and actions. Courses in assertiveness, raising one’s profile, skills assessment and effective communication are also included.

Professional and Organisational Development ran a series of sessions on objective-led Performance Review for managers across the Information Directorate. All staff in Directorate have introduced the objective-led model as the basis for their performance review meetings in the current review year 2011.

The Library continues to run its General Training Programme, and a range of topics were covered this year, including updates on the work of teams across the Directorate (Executive Officer roles, Customer Services and Facilities teams); a session on mobile technologies for the virtual library; an update on the LIFE-SHARE project; an overview of the work of the E-learning and Learning Enhancement teams; an update from Occupational Health; a session by the Deputy Vice-Chancellor on his background and role within the University, an update on the changes to the Performance Review procedure for the current review year; updates on the Library Refurbishment project; a session on mediation in the workplace and a number of sessions run by the Director which included an update of funding and the current situation in HE, an update on progress against the Information Strategy and forthcoming initiatives, and an update on performance measurement tools and the outcomes of the HoDs survey and NSS.
Forthcoming developments

The Library refurbishment project is due to complete by Easter 2012, following the opening of the ground floor of the JB Morrell Library. This will be a hugely significant achievement for the University and the product of many years of hard work from our staff and contractors. Once the refurbishment is complete all library users will have access to a suite of world class facilities.

There has been growing demand throughout the University to extend our opening hours. We are pleased to report that a trial of 24 hour opening will go ahead in the summer term of 2012 and that we will extend our opening hours if the trial proves successful.

Digital content continues to be of huge importance to us and we will be aiming to work with departments to improve access to a wide variety of teaching and learning resources by making them available electronically.

Quality of service is also a key focus for the department going forwards. We have begun planning to achieve the Customer Service Excellence standard during 2010/11 and we aim to work towards this over the next year.

Over the past year the Information Directorate has reorganised to allow staff from the IT, Library and Archives to work in synergy and we aim to exploit opportunities for working together over the next year.

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

The Harry Fairhurst Building  J B Morrell Library  Raymond Burton Library and Borthwick Institute for Archives
Appendix one

Information Services staff in post at 1 October 2011

Director of Information
Stephen Town MA Cantab DiplLib Loughborough FCLIP MCMI

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

Acting PA to the Director of Information
Suzanne Lockyer

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

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

HR Co-ordinator
Jo Black BA (Hons) Warwick

Finance Officer
Sarah Wilson MAAT, NVQ – Association of Accounting Technicians Level 4

Admin Team Leader (Information Services) and PA to the Deputy Director
Julie Bates

Administration and Purchasing Administrator
Martine McCormick BSc (Hons) Liverpool John Moores PGDip York

Content Division

Assistant Director (Content)
Christine Ellwood BSc (Hons) East Anglia DiplLib Ealing

Digital Library

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

Systems Developer
Yankui Feng BSc Hebei Uni (China) MSc Edinburgh PhD Napier
Paul Young BSc (Hons) Nottingham MSc Aberdeen PhD Nottingham

Systems Administrator & Developer
Peri Stracchino BA (Hons) North London University MSc (dist) UMIST

Digital Library Assistant
Matthew Herring BA (Hons) GSA MA Northumbria MA RCA

Digitisation Assistant
Helen Savage

Photographer
Paul Shields BA (Hons) Nottingham Trent

Information Systems

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

Information Systems Analyst
Jim Adamson BSc (Hons) Sheffield Hallam MCP

Content Services

Content Acquisition Librarian
Sarah Thompson MA St Andrews DiplLib Robert Gordon

Content Description Librarian
Sue Elphinstone BA (Hons) Thames Valley

Electronic Resources Co-ordinator
Robin Cook

Cataloguing Co-ordinator
Ilka Heale

Serials and e-resources Team Leader
Paula Cahill

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

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

Interlibrary Loans Team Leader
Margaret Dillon BA (Hons) York
Interlibrary Loans Assistants
Elaine Hickes
Lisa Hopwood

Content Services Assistants
David Balderson BSc (Hons) York
Lucy Cook BA (Hons) Hull
Caroline Frow BA (Hons) Bristol BA (Hons) Open MA Open,
NVQ – Information & Library Services: Level 3
Alison Garnett MA (Hons) Edinburgh
Stuart Gladwell BA (Hons) Southampton MA (Hons) York
Ioana Herring BA University of Bucharest, MA University of
Bucharest
Lucy Jaques BA (Hons) UWE MA Reading DipLib UCE
Bradley Jones BA (Hons) Brighton
Ruth MacMullen BA History/English and Related Literature
York DipLib Northumbria
Catherine Markham BA (Hons) University of Kent
Clare Miller BA (Hons) Dunelm
Amanda Mosses
Martha Mouison BA (Hons) Leeds
Thom Blake BMus (Hons) N’cle, MMus N’cle
Tony Pickard BA (Hons) York
Carmen Rhodes BA (Hons) Sheffield
Kenneth Whyte
Vicky Wilkie BA (Hons) Lancaster, MA Lancaster

Processing Assistants
Helen Millward
Tom Grady BA (Hons) Leicester

Services Division

Assistant Director (Services)
Elizabeth Harbord MA Oxon MBA Open MCLIP

Relationship Management

Head of Relationship Management
Michelle Blake BA PGDip Otago MLIS Victoria

Academic Liaison Cluster Leaders
Janette Colclough BA (Hons) Durham MA University College
London
Vanya Gallimore BA Southampton MA Sheffield MCLIP
Clare White BA (Hons) Oxon MSc Aberystwyth

Academic Liaison Librarians
Clare Ackerley BA (Hons) Warwick MA Loughborough

Susan Clayton BA (Hons) Sheffield Hallam, MA Sheffield
Sue Cumberbatch BA (Hons) Leeds Met MSc Loughborough
Olivia Else BMus (Hons) Glasgow MA Northumbria ACLIP
(Maternity leave from May 11)
Lisa Foggo BD (Hons) Edinburgh MSt Oxon MSc City MCLIP,
ILTM (Maternity leave from May 11)
Alison Kaye BA (Hons) Lancaster PGDip Leeds Met PGCHE
Leeds Met FHEA
Catriona Kemp MA Edinburgh Dip Lib Robert Gordon
Lindsey Myers BSc (Hons) Plymouth, DipILS Liverpool John
Moores MCLIP
Ned Potter BA (Hons) York MSc Northumbria
Kirstyn Radford BA (Hons) Nottingham MA Sheffield MCLIP
Karen M Smith BA (Hons) Leeds Met
Martin Wilkinson BA (Hons) Leeds Met DipLib Leeds Met
Anthony Wilson BA (Hons) York MA Northumbria

Academic Liaison Assistant
Kirsty Whitehead BA (Hons) Liverpool MA King’s College
London MSc Aberystwyth

Customer Services

Customer Services Manager
Jackie Knowles BSc (Hons) University of Wales, MSc Econ
University of Wales MCLIP

Customer Services Team Leader
Paula Mountain-Ågar

Customer Services Assistants
Susan Clowes
Vicki Crow
Sonja Gardner BA (Hons) Stirling NVQ – Information &
Library Services: Level 3
Eleanor Hall
Lydia Harris
Sue Lazenby
Ruth MacMullen BA History/English and Related Literature
York DipLib Northumbria
Margaret McTegart
Amanda Mosses
Linda Thomas
Keith Webster
Vicky Wilkie BA (Hons) Lancaster, MA Lancaster
Lyn Wilson, Teachers Certificate Northumberland College of
Further Education
**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) QTS, Mfl, NVQ Information and Library Services Level 3
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
Doreen Leach BA (Hons) Essex BA (Hons) London MA Essex MA London MA Thames Valley
Janet Marsham
Amanda Mosses
Helen Watkins
Mark Williamson BA (Hons) York MA Sheffield MCLIP

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

**York Minster Library Assistants**
Alice Bennett BA (Hons) Warwick MA Warwick MPhil York
Antonio Jimenez-Milian BA University of Barcelona, MA Open University of Catalonia, MCLIP

**Shelving Assistants**
Jane Bailey
Alan Chambers BSc (Hons) York St John
Jennifer Jenkins BSc (Hons) London (External) DipSocAdmin York
Paul McDonald MA Cantab MPhil Cantab PhD Cantab
Susan Morris
James Edward Oates
Karen Roberts
Pamela Sullivan

**Weekend Shelving Assistants**
Aaron Berry
John Bryant
Nicola Robinson

**Facilities**

**Facilities Manager**
Andrew Mowle HNDip Business Studies Plymouth

**Deputy Facilities Manager**
Keith Arnold

**Attendants Team Leader**
Simon Duckett BA (Hons) Lancaster

**Attendant team**
Victoria Armitage
Clive Baker
Mary Anne Blades
Kevin Cooper
Karisha George
Dorothy Gent
Sarah Hume
Natalie Kopytko
Stephen Liddle BA (Hons) Reading
Lisa Manaton
Barrie Pearson
Kathleen Jeanette Senior
Matthew Spokes BA (Hons) UEA MA York
Michael Whelan
Tracy Willits

**Borthwick Institute**

**Assistant Director (Archives)**
Christopher Webb BA Durham DAA Liverpool MA York FRHistS RMARA

**University Records Manager**
Charles Fonge BA York DPhil York MA (ARM) University College London

**Records Management Assistant**
Graham Hughes BA Liverpool

**Archivists**
Paul Dryburgh BA (Hons) Stirling, PhD Bristol
Amanda Jones BA (Hons) MA PhD Warwick MA (ARM) University College London
Katherine Webb BA DAA, University College London PhD Manchester

**Special Collections Librarian**
Sarah Griffin BA (Hons) University of Kent MSc ILS Aberystwyth
Conservator
Alison Fairburn Dip Archive Conservation Society of Archivists

Project Conservator
Catherine Dand BA Durham Dip Archive Conservation (Archives and Records Association)

Conservation Assistant
Nicky Nattriss

Archives Assistants
Lena Barrett
Emma Dobson BA York (Maternity leave from April 2011)
Danna Messer BA Denver MA York
Alexandra Mould BA York MA York
Nathan Williams

Attendant
Sheila Robins

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

Honorary Research Fellow
Alison Brech MSc Oxon

Appointments and promotions between 1 Oct 2010 and 1 Oct 2011
Thom Blake, Shelving Assistant (Oct 10)
Alice Bennett, York Minster Library Assistant (Oct 10)
Lydia Harris, King’s Manor Library Assistant (Oct 10)
Lucy Jaques, Digital Services Officer (Oct 10)
Stephanie Kempson, Weekend Library Assistant (Oct 10)
Natalie Kopytko, Attendant (Oct 10)
Lisa Manaton, Attendant (Oct 10)
Amanda Mosses, Evening Library Assistant (Oct 10)
Diane Roberts, Library Assistant (Oct 10)
Emma Symons, Weekend Library Assistant (Oct 10)
Ellie Stevenson, York Minster Library Assistant (Nov 10)
Graham Hughes, Records Management & University Archives Assistant (Nov 10)
Mark Williamson, Weekend Library Assistant (Nov 10)
Nathan Williams, Archives Assistant (Jan 11)
Kath Webb, Archivist (Mar 11)
John Bryant, Weekend Shelving Assistant (Mar 11)
Jackie Knowles, Customer Services Manager (Mar 11)
Andrew Mowle, Facilities Manager (Mar 11)
Paul Dryburgh, Archivist (Apr 11)
Paul Young, Systems Developer (Apr 11)
Karisha George, Attendant (Apr 11)
Sarah Hume, Attendant (Apr 11)
Michael Whelan, Attendant (Apr 11)
Tracy Willits, Attendant (Apr 11)
Ned Potter, Academic Liaison Librarian (May 11)
Janette Colclough, Academic Liaison Cluster Leader (Jun 11)
Vanya Gallimore, Academic Liaison Cluster Leader (Jun 11)
Clare White, Academic Liaison Cluster Leader (Jun 11)
Lena Barrett, Archives Assistant (Jun 11)
Sarah Wilson, Finance Officer (Jul 11)
Suzanne Lockyer, Acting PA to the Director (Jul 11)
Thom Blake, Library Assistant, internal secondment (Jul 11)
Clare Miller, Library Assistant (Aug 11)
Nicky Nattriss, Conservation Assistant (Aug 11)
Aaron Berry, Weekend Shelving Assistant (Sept 11)
Paul McDonald, Shelving Assistant (Sept 11)
Michelle Blake, Head of Relationship Management (Sept 11)
Tom Grady, Processing Assistant (Sept 11)
Lydia Harris, Library Assistant, internal secondment (Oct 11)

Staff departures between 1 Oct 2010 and 1 Oct 2011
Diane Roberts, Library Assistant (Nov 10)
Rachel Bickley, Weekend Shelving Assistant (Nov 10)
Katy Johnson, Tuke Archivist (Nov 10)
Ethan Connor, Attendant (Dec 10)
Fran Leavy, Weekend Shelving Assistant (Jan 11)
Tony Simmonds, Library Assistant (Jan 11)
George Atkinson, Attendant (Apr 11)
Helen Walsh, Weekend Shelving Assistant (May 11)
Helena Sears, King’s Manor Library Assistant (May 11)
Jessica Stephens, Digitisation Assistant (seconded to IT Services Jul–Dec 11)
Lydia Harris, Processing Assistant (Jul 11)
Jean Smith, Finance and Quality Assurance Officer (Jul 11)
Toni Harrison, Acting PA to the Director (Jul 11)
Nigel Thomas, Systems Developer (Jul 11)
Stacy Lambourne, Processing Assistant (Aug 11)
Teresa Spayne, Shelving Assistant (Aug 11)
Stephanie Kempson, Weekend Library Assistant (Sept 11)
Sara Slinn, Office Manager, Archives (Sept 11)
James Edward Oates, Library Assistant (Oct 11)
Appendix two

Library & Archives Staff – external activities

Papers given

Janette Colclough and Karen Smith
A drop in the ocean: drop-in sessions for Health Sciences staff, Yorkshire Universities Health Librarians Group, January 2011

Lindsey Myers

Ned Potter
Marketing Libraries Outside the Echo Chamber (with Laura Woods), Umbrella, August 2011, Hatfield
The Future of Libraries (with Annie Mauger), Umbrella, August 2011, Hatfield
Escaping the Echo Chamber: Libraries, Marketing and Advocacy, Libraries@Cambridge, January 2011, Cambridge University
Escaping the Echo Chamber (with Laura Woods), Special Libraries Association Echo Chamber event, November 2010, City Business Library London
Technogeek? What you need to know about technology to work as an information professional, CILIP New Professionals Information Day, November 2010, Newcastle City Library
Escaping the Echo Chamber (with Laura Woods), Mini-Umbrella, November 2010, University of Northumbria

Sarah Thompson
Counting the cost: the role usage statistics can play in a library subscriptions review
UKSG Usage Statistics for Decision Making seminar, London, November 2010
Experiences on the ground: usage statistics as a practical tool in the library
UKSG Usage Statistics Training seminar, Manchester, May 2011

Stephen Town
Facing the future - round-up and overview. JIBS User Group AGM, York, December 2010
LibQUAL+®: The UK Experience, 9th Northumbria International Conference, York, August 2011
Developing a Values Scorecard, 9th Northumbria International Conference, York, August 2011
Performance Measurement and Metrics at the University of York, UK, 3rd International Conference on Qualitative and Quantitative Methods in Libraries, Athens, Greece, May 2011
The limits of evidence: proving value and impact, EBLIP6, Salford, UK, June 2011

Christopher C Webb
Vermin, churchwardens and the support of the parish poor; paper delivered at the Institute of Historical Research
The usefulness of churchwardens’ accounts; paper delivered at the churchwardens’ accounts conference at the University of Kent

Katherine Webb
The Sheldon Memorial Lecture 2011: John Bowes Morrell 1873–1963, Merchant Adventurers Hall, April 2011
In Sickness and in Ill Health: York Health Archives at the Borthwick Institute for Archives, for Bolton near Pocklington Local History Group, May 2011
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 York Civic Trust, September 2011

Tony Wilson and Katy Mann
Innovative approaches to Widening Participation in a University Library Librarians Information Literacy Annual Conference (LILAC) April 2011

Publications

Vanya Gallimore

Ned Potter
Statistics, the media, and the trouble with the library legacy, Postlib Journal, December 2010
Peer support teaching with postgraduates. Getting up to speed: hints and tips for new library professionals, UC&R Yorks and Humber 8 June 2010
Map your own route, Library & Information Gazette, November 2010

Sarah Thompson
Usage Statistics for Decision Making
Terry Bucknell, Jill Taylor-Roe, Selena Killick, Sarah Thompson (co-authors)
Serials, 24(1), 17–20, 2011

Stephen Town

Liz Waller

Katherine Webb

Representation on external bodies

Paul Dryburgh
Honorary Secretary, Lincoln Record Society
Joint General Editor, Pipe Roll Society
Honorary President, Mortimer History Society

Chris Ellwood
White Rose/British Library Collaborative Management Project
White Rose Research Online Management Group

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

Catriona Kemp
HER KILS (Hull & East Riding Knowledge & Information Library Services) Group JIBS Ovid User Group UHMLG (University Health and Medical Librarians Group) YUHLG (Yorkshire Universities Health Librarians Group)

Jackie Knowles
Customer Service Excellence Networking Group
Open Rose Group

Ned Potter
CLIP Career Development Group, Yorkshire & Humberside:
New Professionals Support Officer
CILIP New Professionals Information Day Conference Organising Committee: member

Sarah Thompson
Cambridge Journals Online Advisory Group
JIBS Ebsco Enhancement Group, Chair
MyLibrary User Group
NEYAL Journals Group
UKSG Marketing Committee

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
The Value Of Libraries For Research And Researchers, Project Board Member
White Rose Library Directors
1994 Group Library Directors

Liz Waller
SCONUL Working group on buildings
Strand leader for Northern Collaboration

Christopher C Webb
Aberystwyth University Archive Administration MSc Econ,
External examiner
The Arts Council: Designation Panel
Music Preserved Council
National Archive Cataloguing Grants Scheme Panel
National Archives: Major Archives Projects Learning Exchange
National Archives Strategy Implementation Group
Rowntree Society Board
Victoria Histories of the Counties of England: consultant
Yorkshire Archaeological Society Record Series, Secretary & General Editor
Yorkshire Archive Managers’ Forum
Yorkshire Digitisation Consortium
York Diocesan Parish Records Group

Katherine Webb
HARG (Health Archives and Records Group) Member

Academic teaching and supervision

Stephen Town
Financial Planning for Management for Library and Information Services, University of Sheffield
External Examiner, University of Sheffield

Christopher C Webb
Annual John Shannon Conservation Lecture for York Consortium for Conservation and Craftsmanship and York Civic Trust

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

Awards and accolades

Ned Potter
Library Journal Mover & Shaker
Special Libraries Association Europe Early Conference Career Award
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
Matthew Herring
Paul Shields
Karen Smith
Stephen Town
Liz Waller
Tony Wilson
Christopher Webb