

Library Annual Report 2006

Quality is always foremost in our minds. Quality services, quality staff, quality information, quality training..... and our emphasis on this was rewarded in January 2006 with a 3 star accreditation under the Helicon scheme for Library services to the NHS. This is a high accolade indeed as few services in the country have achieved this standard and so far no other NHS library in SWLondon has been awarded higher than a grade 2. We were praised for the quality of our services, resources and facilities and recommendations for improvements have already been addressed (in areas such as improving links with our local Trusts, using Trust intranet facilities, targeting non-medical staff). The full report is available on the Library's internet pages at: www.sgul.ac.uk/library.

LibQual + user survey. On the same theme we carried out an extensive online user satisfaction survey at the end of the year. This international survey tool allowed us to reach almost 700 library users to give a broad view of levels of satisfaction with 3 specific areas of services (Library as Place, Information Control and Affect of Service). We have received useful comments and full details of the results will be available on our website in 2007.

Electronic Resources are becoming increasingly crucial to information provision and consume a large proportion of the Library budget. In order to facilitate access to our extensive collections we have invested in "Serial Solutions" an e-journals management tool which keeps up to date information regarding subscriptions and presents an easily searched list via our web pages. We have also been able to add information regarding our journals holdings (both print and electronic) to databases such as Medline accessed through OVID or Dialog. We have invested in a large number of additional titles through subscriptions to new journals bundles and now have over 8,000 electronic titles.

Sunday opening was introduced in April in response to user demand. Whilst it is still early days in terms of evaluating use the number of Library entries has risen consistently over the months to a high of 278 in December, representing 179 people using the Library. We have a new team of Sunday staff providing this service.

Space is becoming an increasingly serious problem for library users as students numbers increase. We have removed some metres of print volumes with a view to accommodating additional study space and reconfigured the "quiet" discussion areas to try to facilitate group working and reduce noise. However, the Library remains the focus for some social gathering with unnecessary volumes of noise, use of mobile phones and disrespect for those trying to study. Library staff constantly battle to retain an acceptable study environment, but this issue will need to be addressed by the institution in the forthcoming year.

Unicorn the Library's computerised management system was upgraded in the Spring which has streamlined procedures and improved management information. In the same vein we have introduced EDifact, which has reduced book delivery time by 2 weeks and a review and weeding of the catalogue to remove out of date records has improved the quality and reliability of the information retrieved from the OPAC (library catalogue).

Staff changes are a regular occurrence in the Library as we employ highly motivated and ambitious staff who look to use the excellent experience they receive here to further their careers as information professionals. This year's leavers include:

- Claire Martin to Brighton University
- Cecile Dubuis to UCL
- Nicola Hall to pursue a teaching career
- Olwen Revill to focus on her family

New starters are warmly welcomed to the service and include:

- Evening shelvers/Weekend staff Ruth Steadman, Catherine Gallagher, Belinda King, Julia Tubman
- Weekend (Sunday) staff, Catherine Barbour, Ewa Sienkewicz
- Information Assistant Robbie Lumsden

The mobility of our staff allows opportunities for changes in the team. This year's changes include:

- Roberta Leah, Louise Davies – both resigning part time evening jobs and joining as full time Information Assistants
- Lynsey Hawker promoted to Circulation Desk Supervisor
- Judith Scammell promoted to part time Faculty Liaison Librarian to start in Jan 2007
- Clare Crowley promoted to SGUL Liaison Librarian, maternity cover to start in January 2007
- Dinah Roe promoted to ILL section head and training support librarian, maternity cover to start in January 2007.

Staff are encouraged to engage in professional qualifications and CPD. These include:

- Lynsey Hawker and Emma Greenwood both studying for an MA at UCL
- Bobbie Leah studying for NVQ
- Anna El Jouzi, Clare Crowley, Sian Owen all registered for chartership
- Louise Davies who has applied for Certification
- Robbie Lumsden has completed ECDL.

Hera pay and grading structure had an effect on the Library with section heads being promoted by a grade which recognises the level of professional skills required for these crucial roles. Part time staff were also promoted by a grade. There are some outstanding issues with a small number of posts which will be addressed in the next two years.

Statistics always provide interesting evidence of activity. The library collects many statistics and the full annual statistics can be seen on the website. Listed below are some of the main points:

Total Library membership remains fairly consistent at about 10,000 although use of the library has increased with a total number of 343,680 entries for the year which shows a 12% increase on 2005 figures. 78% of Library use is from SGUL members (14% Faculty, 9% NHS).

201,088 items were borrowed from the Library in 2006 (representing a 1% increase on the previous year). GEP students remain the heaviest SGUL users (in terms of loans per user), with physiotherapy students being the heaviest Faculty users, although in terms of user groups the bigger MBBS and Nursing cohorts make the greatest total usage of the Library.

Self issue continues to be a growing success with 59,769 items issued using the self issue machines, 35,532 items being returned in this way and 79,673 self renewals using the OPAC.

In 2006 488 Information Skills training sessions were delivered, which is 33% more than in 2005. 187 of these sessions were for the Faculty, 152 SGUL, 92 NHS and 57 mixed groups. In total 6,365 library users attended information skills training.

Our CARES literature search service dealt with 260 searches (183 of these were for NHS users). Our enquiry desks dealt with 16,914 queries and there were 188,410 Athens logins during the year.

Interloans have reduced with the increased use of electronic materials to 2123 items received and 1120 items supplied.