

University Library

The University Library, 1 August 2008 - 31 July 2009: report of the Librarian

Notable features of another successful year were the introduction of enhanced self-service facilities; the continuing and increasing popularity of Library space; and the work involved in progressing the e-learning agenda. The University Archives had a key role to play in the Centenary Celebrations.

Developing support for research and learning

Research

The Research Support Team has maintained its momentum throughout 2008-2009 with highlights this year being the publication of the results of Research Centres' Survey, the EMALINK Research Support Training day at the University of Warwick, development of the Library's input into the PhD Research training programme, and the introduction of regular meetings with the Research Office, the Graduate School and colleagues from other East Midlands university libraries.

The team has collaborated with Heather Dalglish of the Graduate School in conducting focus groups of PhD students concerning the need for research space. It also attended the Research Staff Conference in June 2009 and provided a stand highlighting Web 2.0 tools of particular benefit for researchers.

This year saw the publication of the Minding the Skills Gap report from the Research Information Network (RIN) which has helped us to collaborate even more closely with the Graduate School and Research Office. This has led to us further refining and developing the Library's information literacy courses for the PhD research training programme, as well as introducing courses specifically for academic staff and research associates. Minding the Skills Gap was one of several reports from the RIN which, together with our internal surveys, have been used to inform the development of our service throughout the year.

Meetings have been held every two months with Peter Townsend (Research Office Manager) which have helped to keep us up to date with the University's approach to the proposed Research Excellence Framework.

Information literacy and study skills

The programme of Library courses was made up of similar streams to previous years, including Joint Induction, Know-How (formerly Lunchtime in the Library & Study Skills), Database of the Month, Postgraduate Research Training and

customised training sessions for departments in Information Literacy and Study skills.

During the academic year a total of 12,097 people attended courses offered by the Library. This is a slight drop of 2.3% on the previous year (12,386 in 2007/2008).

- UG's continue to be the largest group attending Library sessions
- UG attendance dropped slightly by 4%
- Foundation attendance rose by 195%
- Taught PG attendance dropped by 10%
- PG Research attendance rose by 17%
- Staff attendance rose by 94%

Academic librarians have continued to provide customised Information Literacy and Study Skills courses to departments. There was a slight drop in attendance of participants from the Science and SSH Faculties to Library courses. This is accounted for by the change in teaching requirements from Departments within these faculties. Engineering saw a slight rise.

Liaison with academic departments

In addition to ILSS teaching, the Library's faculty teams engaged in a range of activities to strengthen their links with academic departments and their understanding of the library support that the work of individual departments requires.

Academic Librarians attended staff meetings and staff-student committees; sought to have their contact details included in departmental handbooks; maintained blogs and published newsletters; attended departmental open days; and offered training and awareness sessions to keep academic staff up to date with information resources in their subject areas. Productive working relationships are also developing with Student Services and with Library Liaison Officers in academic departments.

Radio frequency identification (RFID) and enhanced self-service

In summer 2008, Library staff were engaged in several projects to manage the implementation, and assess the likely impact, of enhanced self-service.

All Library staff should look back on their efforts in the last year positively. Huge effort was placed on implementing the new desk and self service structures to benefit the users. This meant a whole new set of skills had to be learnt with faculty, systems and support services team members learning about the circulation module and customer services staff learning about the sorts of subject enquiries that were traditionally dealt with on the old enquiry desks. It was extremely pleasing to note a new rapport between the different teams, each supporting the other in their area of expertise. Matt Cunningham's support of Customer Services Team staff during this period was particularly appreciated.

The entire monograph stock, including theses, pamphlets & reference have been tagged. New acquisitions are tagged by our suppliers. In addition, all reference works have been tagged. All newly bound journals are being tagged and the majority of serials with barcodes have been tagged. The serials collection is currently being weeded in preparation for the tagging of back runs of journal volumes.

There was a target of increasing self-service transactions to 80% but in fact the overall figure for the year was just over 90%, and for the last 3 quarters, this figure hovered just over the 93% mark. Real praise should be given to all Library staff who have worked extremely hard to ensure the success of the entire RFID project.

Service availability and Library use

- visits to the Library up 3.8%
- slight increase in the number of books borrowed
- inter-library loans down 2.9%
- enquiries up 100%

The Library has been busy, with the gate count up for the second year in a row - by 3.84%. This seems largely due to the continued success of Open 3 and the two 24/7 periods. Indeed, in the second 24/7 session, the gate count showed over 31,000 students entered the Library after it would normally have closed, with all the associated problems this produces. To a certain extent, we are a victim of our own success as the Library was at bursting point in the lead up to the Summer exams with users camped out in any space they could find. We are attempting to address this with extra funding for pcs, furniture and power sockets.

The big success this year was in self service statistics. The whole Customer Services Team (both virtual and physical, daytime and evening/weekend) deserve huge praise in the way they adapted to the new changes and extra knowledge necessary to support the users. Whilst, in retrospect, there were some inevitable teething problems, everyone pulled together and ensured we smashed our 80% target - for the last 3 quarters, the figures stood at 93%. It is pleasing to note the positive feedback from users both whilst using the machines and in the user survey, where over 90% of users stated using the self service facilities was their most successful activity in the Library.

There has been a marked increase in enquiries. Part of the reason for this is that the figures include routine circulation enquiry statistics for the first time. Nevertheless, even if we remove the circulation enquiries, all three daytime levels have seen an increase of approximately 15%, weekends have seen an increase of 67% and evenings of 82%.

It is particularly pleasing to note the increases in the evenings and weekends as we have staffed the lower floors for the first time this year as a result of RFID. This has clearly been a great success, allowing staff to interact with students on the lower levels throughout opening hours instead of forcing them to come to the L3 desk.

Marketing and publications

The Marketing & Publications Group, led by Graham Walton, continued to have a pivotal role in conveying key messages about services and developments to the Library's user population. The group continued to develop the website and has also

ensured that the Pilkington Library has an appropriate entry on Wikipedia. The 'Open Library' publication has been amended and will now appear as a leaflet entitled 'Your Library' for 2009/10.

One of the key priorities this year has been ensuring that staff and students are aware of the enhanced self-service facilities and know how to use them, so a video on RFID was created and uploaded to the Library website. This video was included in induction sessions for students.

The Library also undertook a mystery shopper project with Loughborough Public Library. The focus of this was the extent to which the Library could be used successfully in borrowing books when there are no staff present. The mystery shopper work showed that the Library's self service is effective.

Stock development and revision

- 21% more printed books received (including over 3,000 history monographs)
- 5,977 volumes withdrawn

Our two major suppliers, Dawsons & Coutts UK, are now providing 'shelf-ready' stock. Marc records are also being provided and these are being successfully downloaded to Aleph. Buying books 'shelf ready' has enabled staff to spend more time delivering face-to-face services to Library users, and to undertake work associated with the institutional repository and electronic reserve service.

The process of discarding outdated and little-used material has continued but there is reduced scope to discard significant numbers of items.

Over three thousand history monographs were purchased during the year to support the new history programmes. A number of e-resources and research collections such as "Rocks backpage" and Volkischer Beobachter on microfilm have also been purchased.

Developing the electronic library

- 1,332,352 e-journal downloads (up 26%)
- 12,487 e-journal subscriptions (up 25%)
- 4,500 items in the Institutional Repository (up 50%)
- 2,055,522 searches of networked resources (up 17%)

E-journals

Electronic journals attract high usage, and high percentage increases year-on-year. A number of new deals have been taken up & a significant number of new titles made available. These include:

Cambridge University Press Nesli2 deal, Construction Information Service, OSH, Oxford University Press full journals collection, Project Muse premium collection, Sage premier, SPIE digital library, SportDiscus fulltext, AIAA conference papers, Business source complete, JSTOR Arts & sciences III collection, the Royal Society of Chemistry full collection, Taylor & Francis package and the Wiley-Blackwell Nesli2 deal.

The number of searches made via the Library's resource gateway Metalib increased following a slight decline last year.

Loughborough University Institutional Repository

Growth of the repository remains steady and by September 2009 there were over 4520 items in the repository. During summer 2009 over 160 items a month were added. The last year (1st August 2008 to 31st July 2009) has seen around a threefold increase in submissions compared to each of the previous two years. Katie Appleton, manager of the repository has trained several colleagues to process submissions, and two people have been working additional hours to cope with the increase in submissions.

Senior University management have approved a proposal by the Pro Vice-Chancellor (Research) that deposit of published research into the institutional repository be mandatory. The Institutional Repository Advisory Group has written a policy document for this mandate which will be presented to Senate for approval.

Colleagues in IT Services are working on a feasibility study looking at procurement of a research management system which will enable joint submission to the repository and publications database and link in with the Personal Research Planning process. We fully support this development.

Following a presentation to the Research Team the University agreed to mandate the deposit of e-theses from October 2009. Training sessions are being carried out for research students who intend to present their theses later this year.

E-learning

The 08/09 academic year was a significant one for e-learning at Loughborough, particularly with respect to the Library's involvement in this domain.

In November 08 the University welcomed its first Head of E-learning, Charles Shields, who manages the new central E-learning Team located organisationally within the Library. Initially this team comprised the Online Learning Development Officers (OLDOS – subsequently renamed Faculty E-learning Officers) and the Head, but over the course of 2009 Bryan Dawson and Farzana Khandia (both ex-Professional Development) were integrated into the Team, and a new Research E-learning Officer role has since been created.

The FELOs are physically based in their individual faculties and this has been important both practically and in terms of perception, in the sense that they are generally recognised as the first port of call for academic staff (and administrators) looking for guidance in the use of Learn.

The focus over the 08/09 academic year was on completing the transition from 'old' to 'new' (Moodle-based) Learn, with a requirement for every module to have a 'minimum presence'. This was by and large achieved and 'new' Learn (with the support of the FELOs and indeed from other Library colleagues) is now generally accepted and used. There are still pockets of resistance within certain departments but with hindsight the decision to introduce Moodle as the institution-wide VLE looks

increasingly sound, as other many institutions currently using Blackboard or WebCT are seriously considering migrating. As with most IT systems, there are certain idiosyncracies within Learn but, a year after the full roll-out, there is now a wealth of experience both within the wider Learn team and across the departments.

The focus on 'minimum presence' was matched by the central training courses run by the E-learning Team, which were generally functionally-oriented introductory or refresher sessions on Learn. Over the course of the year we noted that these sessions were proving popular with Departmental Administrators, who in many cases were uploading content to Learn on behalf of academics. As a response to this, the Team designed and has been delivering a new session specifically for DAs, an initiative which has been welcomed.

The FELOs provide the E-learning team with 'roots' in the academic departments but we have also been working closely with other Library colleagues, with the Teaching Centre (particularly the Quality Enhancement Officers), with the CETLs, and with IT Services colleagues. The contribution of the ITS E-learning Systems Team under Richard Goodman to maintaining and further developing the Learn installation, among other learning technologies, cannot be overestimated.

The sense of colleagues moving in the same direction has been helped significantly by the setting up of two new e-learning groups following the signing-off of the Learn Project. At a strategic level, e-learning and e-assessment are now being driven forward by the E-learning Advisory Group (ELAG) on which both the Head of E-learning and the University Librarian sit. Formally, this Group meets quarterly and reports to the Learning and Teaching Committee through its chair, Morag Bell. At an operational level, there is now an E-learning Operational Group which reports to ELAG and which discusses issues such the implementation of enhancement requests for Learn. This group is chaired by Charles Shields.

Looking forward to the 09/10 academic year, the e-learning focus has moved from 'minimum presence' to 'effective practice'. In support of this, the functionally-oriented strand of staff development around e-learning has been supplemented by a pedagogically-oriented strand. The E-learning Team and Teaching Centre are jointly delivering a set of staff development sessions with the titles E-Inform, E-Assess, E-Collaborate and E-Innovate. These are intended to provide a pedagogic underpinning to the functionally-oriented how-to session. So, while the Learn Refresher sessions cover the sequence of clicks required to use the Wiki feature in Learn, E-Collaborate will offer participants the opportunity to reflect on how Wikis could be used in their own context, and to design an activity.

In addition, the E-learning Team are progressing a number of pilot learning technology initiatives with the potential to be rolled out more widely in due course. These include the University's first automated lecture capture / streaming installation, in James France CC011, which is being piloted on the new History programmes. An example of a captured lecture can be seen at <http://lc.lboro.ac.uk:8080/ess/echo/presentation/3a8d9bcc-3009-4043-9e5b-acbd019ec2da> .

The Team have also distributed across the Faculties, and are now supporting, 100 handheld digital audio recorders. These were purchased as part of the University's pandemic response, in order to allow academics to make ad hoc audio recordings of their lectures, but of course they have a much wider application (podcasts, audio feedback, etc) and there is now strong interest in this as evidenced by the fact that the first 'Using Audio in Learn' session was oversubscribed.

Other pilot initiatives include the use of the DimDim web conferencing system to deliver staff development sessions – and there is increasing interest in the use of such systems to support learners, not least from those involved in distance learning courses.

There is now a pressing need for the E-learning Advisory Group to formulate policy / strategy documents across a range of areas, particularly e-assessment where there is a degree of confusion as to what is possible / permissible, and the use of 3rd party Web 2.0 services, which offer huge potential for academic use but can also pose serious risks to the institution. ELAG will be working through these policy / strategy issues over the coming months.

The University Archives in the Centenary Year

The University Archives has worked closely with the Development & Alumni Relations Office, Marketing & Communications, and Design & Print Services, as well as individual Schools and Departments, in researching and providing illustrative material for the University's Centenary year 2009. Within the Library the Archivist was part of the team which researched and produced the Library's own Centenary video.

The major exhibition held May–July 2009 at Charnwood Museum - '100 Years of Education and Innovation in Loughborough' - was organised in collaboration with the Friends of Charnwood Museum. Exhibitions in the Library of material from the University Archives have included topics such as the Olympic Games, Rag and institutional catering. An additional display was placed in the Library over the graduation period relating to the author Barry Hines, a former Loughborough student, who received an honorary degree this summer. An external display on the Olympics was also provided for Loughborough College in December 2008.

A direct consequence of Centenary related work has been a number of donations to the archives by former students and staff. Other records received during the year include a substantial collection of Students' Union minutes, publications and papers from the President of the Students' Union and series of minutes and papers from the Directorates of Engineering and of Social Sciences & Humanities.

Enquiries and research use of the University Archives have continued to grow – in large part this year because of the University's Centenary activities. RADAR, the University Arts programme, has encouraged many of its visiting artists to research the University Archives for performance material, notably Mark Titchner, Ant Hampton and Lucienne Cole. Other external research has included variously the evolution of the university from CAT status, the Loughborough College 5HP Oil Engine, and Arts and Craft in Leicestershire. Student research work in the Archives has included architectural engineering projects and halls of residence history.

The University Archives has also made some contribution to the Public Catalogue Foundation's record of publicly held art. Paintings from the University's Art Collection, researched from a survey made by the Archivist, have been identified for inclusion in the PCF volume on the East Midlands, which will be published later in 2009.

Finally, a new office and search room for the University Archives has been provided within the Library. This offers a more spacious and satisfactory working environment for both Archivist and researchers.

Planning, training and Library staff

Planning

The Library operational plan¹ was kept under review throughout the year. Operational plans produced by all Library teams and groups were similarly monitored through team meetings; half-year progress was reported to Management Group; and annual reports were written. Individuals' objectives were agreed in the course of the Library's annual staff development review.

Training

The Training Group organized 51 sessions covering 19 training activities, the majority delivered in-house apart from the copyright sessions delivered by the University's Copyright Officer. Much time was invested in supporting and developing the staff facing changing roles and workloads in the self-service environment. Database training was delivered on-line and the staff who received this training gave very positive feedback.

Individual achievements

Emma Beadle was congratulated on achieving a 2.1 in her undergraduate degree.

Retirements and resignations

Mary Morley, the former University Librarian, retired at the end of May after 33 years' service. Colleagues in the University thanked Mary for all of her hard work and everyone wished her many happy times during her retirement.

Mary's retirement was followed by the retirement of Marion Shields, after 43 years in the Library, latterly as a part-time Senior Library Assistant in the Customer Services Team.

Three further colleagues left the Customer Services Team in 2008/09: Emma Beadle, Heather Brown and Shiromi Ramanayake.

Back in October 2008, Mary Stafford, Senior Library Assistant in the SSH Team, also retired.

Appointments and new responsibilities

New colleagues welcomed to the Library staff during the year included Head of E-learning Charles Shields and Evening & Weekend Supervisor Charlotte Greasley.

¹ ¹ For the current operational plan see http://www.lboro.ac.uk/library/about/PDFs/oppl_08-09.pdf

This year has seen another year of staffing changes within the Engineering Team. Tracy Marshall went on maternity leave in December 2008 and returned on a part-time basis in July 2009. During her absence, Sharon Reid provided maternity cover for Tracy, and Elaine Collis increased her hours to 4 days a week to cover the vacant SLA post. Many thanks to Sharon and Elaine for the excellent cover they provided.

I arrived in June to replace Mary Morley as University Librarian and I have been extremely impressed by the strong team in the Library and by their achievements.

Ruth Jenkins
University Librarian
November 2009

Appendix one – Statistical summary

	2008/2009	2007/2008	2006/2007
study places (without IT equipment)	791 ²	797	637
IT workstations and catalogue terminals	147	147	140
books received	11,848	9,752	12,393
print journal subscriptions	1,098 ³	1,220	1,704
electronic journal subscriptions	12,487 ⁴	9,647	5,875
articles downloaded from e-journals	1,332,352	1,056,118	804,144
visits to the Library	696,603	670,874	643,531
enquiries	134,278	67,822	72,061
searches of networked information resources	2,055,522	1,750,614	1,769,672
items borrowed from other libraries	2,658	3,731	4,201
information skills training attendees	12,097	12,527	12,014
books issued	284,235	283,165	309,191
percentage of books issued via 'self-service'	90.04%	not applicable	not applicable

² Some new furniture was purchased, but there is a slight net decrease in overall numbers because we had to decommission some older seats (e.g. stools at shelf-mounted desks) that were no longer fit for purpose

³ 440 of these print journal subscriptions include access to the corresponding e-journal

⁴ This figure includes e-journals accessible via our subscriptions to databases and other services

Appendix two – Expenditure summary

	2008/2009 £	2007/2008 £	2006/2007 £
electronic information	1,032,528	879,580	784,086
serials	714,661	648,363	715,267
books	436,088	359,944	341,509
binding and catalogue records	38,781	28,771	31,445
information resources total	2,222,058	1,916,658	1,872,307
operating costs	392,144	643,728	493,087
salaries	1,764,658	1,592,879	1,534,184
total expenditure	4,378,860	4,153,265	3,899,578

Appendix three - Senior staff, 31 July 2009

University Librarian

Ruth Jenkins, BSc *Warwick*, MA *Sheffield*

Academic Services Manager (SS&H)

Ruth Stubbings, BA *Leicester*, MA *De Montfort*, DipLib *CNA*,
MCLIP, FHEA

Head of E-learning

Charles Shields BA, MEd *Bristol*

Service Development Manager

Graham Walton, BSc *Loughborough*, MA *CNA*, MBA *Open*,
PhD *Northumbria*, MCLIP

Support Services Manager

Jeff Brown, BA, MA, DipLib *London*

Academic Services Managers (Engineering)

Elizabeth Gadd, BA *York*, MSc *Loughborough*, FHEA
Stephanie McKeating, BSc *Wales*, MSc *Sheffield*, MCLIP

Academic Services Manager (Science)

Peter Lund, BSc *Edinburgh*, MSc *Sunderland*,
DipLib *Strathclyde*, MCLIP, AHEA

Library Systems Manager

Gary Brewerton, BSc *CNA*

Library Systems Developer

Jon Knight, BSc, PhD *Loughborough*

Academic Librarians

Louise Fletcher, BA *Liverpool John Moores*
Virginia Franklin, BA *Hull*, MA *Sheffield*, MCLIP, AHEA
Rebecca Laing, BA *Leicester*, DipInfMgt *Thames Valley*,
MCLIP
Tracy Marshall, BA, MA *Loughborough*, MCLIP, AHEA
Frank Parry, BA *York*, MA *Derby*, DipLib *London*, MCLIP
Sharon Reid, BA *Birmingham*, MA, PGCE *Loughborough*, MCLIP
Laurie Salemohamed, BA *Open*
Barbara Whetnall, BA *CNA*
Helen Young, BA *York*, MA *Sheffield*, MCLIP

Circulation Manager

Matthew Cunningham, LLB *Leicester*

Library Systems Analyst/Programmer

Jason Cooper, BSc, PhD *Loughborough*

Support Services Librarians

Katherine Appleton, BA *Nottingham*, MSc *Aberystwyth*
Stephen Corn, BA *CNAA*
Carol Seagrove, BA, MA *Loughborough*

University Archivist

Jenny Clark, BA *Bristol*, DipArchAd *London*

Facilities Manager

Brant Hickman, BA, PGCE *Loughborough*

Evening/Weekend Supervisors

Wylva Davies, BA *Southampton*, CertLib, *Loughborough*, MCLIP
Abdou Jallow, BSc, MSc *Cranfield*
Elizabeth Mills
Linda Thornber
Charlotte Greasley, BA *Nottingham Trent*, MA *Loughborough*

Finance Clerk

Joyce Bartlett

Library IT Support Officers

Susan Manuel, BA, MSc *Loughborough*
Jenni Stewart

PA to the University Librarian

Kelly Friend

Senior Library Assistants

Jane Bramley, BA *Warwick*
Elaine Collis, BA *CNAA*
Christine Hallam, BLS *Loughborough*
Lucy Harrison
Steven Lake, BA *Loughborough*
Jeanette Machin
Marion Shields
Mary Stafford, BSc *Loughborough*

Appendix four – Professional activities Presentations

- **Stubbings, R. and Narborough, J.** (2009) Making the most of the roll out of Moodle to raise awareness of e-learning practice. MoodleMoot UK. Loughborough University, Loughborough. 7-8 April 2009. Audio recording available at: <http://moodle moot.org/mod/resource/view.php?id=322> Accessed 26th August 2009.
- Boden, D. and **Stubbings, R.** (2009) The blurring of literacy boundaries: Putting the jigsaw together. I3: Information : interactions and impact. Aberdeen Business School, The Robert Gordon University, Aberdeen, UK. 22-25 June 2009.
- Boden, D. and **Stubbings, R.** (2009) Librarians as teachers: challenges and opportunities. Umbrella 2009 – Making connections: the power of people, partnerships and services. 14-15 July 2009.
- Boden, D. and **Stubbings, R.** (2009) Information Literacy for everyone with SMILE. Umbrella 2009 – Making connections: the power of people, partnerships and services. 14-15 July 2009.
- **Stubbings, R.** (2009) Information literacy teaching and you. Two day workshop for the University of Worcester. 29-30 July 2009.
- **Young, H., Lund, P. and Walton, G.** (2009) Tools to develop effective research support in an academic library: a case study. QQML2009: International Conference on Qualitative and Quantitative Methods in Libraries. Mediterranean Agronomic Institute of Chania, Chania, Crete, Greece. 26-29 May 2009. Available online: http://www.isast.org/proceedingsQQML2009/PAPERS_PDF/Young_Lund_Walton-Tools_to_develop_research_support_in_academic_library_PAPER-QQML2009.pdf Accessed 27th August 2009.
- **Walton, G.,** Goulding, A. and Stephens, D. (2009) Future leaders: what do they think? –Moving In, Moving Up, and Moving On: Strategies for Regenerating the Library & Information Profession 8th World Conference on Continuing Professional Development & Workplace Learning for the Library and Information Professions, 18-20th August 2009, Bologna, Italy
- Matthews, G., **Walton, G.,** Goulding, A. and Bryant, J. (2009) Information. Watch This Space...current issues in physical space and its effective use in academic and public libraries IFLA Preconference Libraries as Place and Space, Turin, Italy 19-21 August 2009
- **Walton, G.** (2008) A HILJ perspective, *Paper presented at Current state of health library and information science research' study Day, 2nd September 2008, Department of Information Science, University of Sheffield*
- Sayers, R. , Smith, I. and **Walton, G.** (2008) Researching and benchmarking best practice in library staff development, a joint Australian – UK study, *Dreaming 08 – Australian Library and Information Association Biennial Conference, 3rd September, Alice Springs Convention Centre, Alice Springs, Australia.*
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Publications

- Boden, D and **Stubbings, R.** (2008) Do librarians like to learn online? World and Information Congress: 74th IFLA General Conference and Council. "Libraries without borders: Navigating towards global understanding". 10-14 August, 2008, Québec, Canada. Available online: http://ifla.queenslibrary.org/IV/ifla74/papers/163-Boden_Stubbings-en.pdf Accessed 27th August 2009.
- **Young, H.** and **Lund, P.** (2008) Reflections on a benchmarking survey of research support provided by 1994 Group libraries. *SCONUL Focus*, Spring. pp.51-56. [Published August 2008]. Available online: <http://www.sconul.ac.uk/publications/newsletter/43/14.pdf> Accessed 27th August 2009.
- Varlejs, J. and **Walton, G.** (jt. eds.) *Moving In, Moving Up, and Moving On: Strategies for Regenerating the Library & Information Profession: proceedings of the 8th World Conference on Continuing Professional Development & Workplace Learning*. Saur.
- Bryant, J., Matthews, G. and **Walton, G.** (2009) Academic libraries and social and learning space: a case study of Loughborough University Library, UK. *Journal of Librarianship and Information Science*, 41 (1), 7 – 18.
- **Walton, G.**, Burke, L. and Oldroyd, M. (2009) Managing university libraries: a cross Australian/ UK study of 2nd tier managers in university libraries, *Library Management*, 30 (4/5), 240 – 252.
- **Walton, G.** (2009) Theory, research and practice in library management: 6: managing uncertainty, *Library Management*, 30 (4/5), 334 – 341
- Burke, L., Beranek, L. **Walton, G.** and **Stubbings, R.** (2008) Where and why students choose to use computer facilities: a collaborative study at an Australian and United Kingdom university, *Australian Academic & Research Libraries*, **39** (3)
- **Walton, G.** (2008) Theory, research and practice in library management: 5: branding, *Library Management*, **29** (8/9), 770 – 776.
- **Marshall, T. M** and **Reid, S.D.** (2008) How to use a survey as a marketing tool: a case study of Loughborough University Library. *Library and Information Research*, **32**, (101), 39-56.

External appointments

Jeff Brown

Member of the NEYAL Books Purchasing Group

Ruth Jenkins

Member of the EMUA Librarians Group

Member of the LIEM Council

Member of the 1994 Group Librarians

Chair of the JISC Collections Library Advisory Working Group

Member of the JISC Collections Journals Working Group

Tracy Marshall

Member of the CILIP University College & Research Group Committee
(East Midlands)

Ruth Stubbings

Deputy Chair of the CILIP Information Literacy Group

Graham Walton

Secretary, Continuing Professional and Workplace Learning Section, IFLA
Member of the CILIP Health Libraries Group Committee
Member of the LAILLAR Operational Group
Member of the EMALINK Steering Committee
Editor, *Health information and libraries journal*

Helen Young

Member of the Research Information Network's Arts, Humanities and Social
Sciences Consultative Group