Annual Report of the Librarian to the Academic Council

2000/01

NUI MAYNOOTH

Ollscoil na hÉireann Má Nuad

Tuarascáil Bliantiúil ón Leabharlannaí don Chomhairle Acadúil 2000/01

Contents

Overview of developments 2000/01

The Library continued to develop both services and systems throughout the year following the objectives of the strategic plan. Considerable improvements were made in the area of electronic information provision. With access to over 1,600 electronic journals and 30 major databases it is possible for world-class research to be carried out across most disciplines. The price of journals continued to be a concern with a 15% increase over the previous year. Print journals were purchased through a tendering process and electronic resources through consortia agreements. Our electronic resources compare very favourably with those of other Irish university libraries. The usage of these services continues to increase with searches doubling over the previous year. In April the Library piloted off-campus access which will eventually be available to all staff and students thus giving a choice of study location. Improved access was also provided within the Library with the addition of laptops.

The Library is committed to providing seamless access to its collection regardless of the format. The major upgrade of the library system enhanced the interface to the library catalogue and is the first step in this direction. Service providers are also providing improved cross searching facilities, for example it became possible to get direct access to the fulltext of *ScienceDirect* journals when searching *Web of Science*.

Providing information is only the first step. Training staff and students in how to make maximum use of information is an essential library role and we continued to expand and develop our training programme. The role of the Subject Librarian Team continued to develop with librarians providing a number of subject specific training sessions to undergraduate and postgraduate students.

An Information Desk service was introduced in October 2000. The aim of this desk is to provide a single point of call for students and to filter queries where appropriate. The Information Desk is backed up by a team of subject librarians who deal with in-depth subject queries.

A self-service lending machine was purchased and it is hoped that this will reduce queues at busy times and allow for borrowing when the desk service is closed.

Photocopying is one of the most popular services the Library provides to students and all the machines were replaced with new digital machines. Networked printing from all PCs was also provided for the first time.

Students were concerned that there was insufficient seating available especially at peak times. However, the highest number of readers counted in the Library was 498. Twenty six extra places were added during the year to bring the total to 677. While off-campus access is ideal for researchers and staff it is generally accepted that undergraduates will require library study facilities for the foreseeable future.

A submission for a research library was made under the provision of the PRTLI.

The expansion of the ALCID scheme to include all staff and postgraduate students marked a further step in opening up library collections to researchers. The IRIS catalogue became available during the year which allowed the university library catalogues be searched as one. It is hoped that there will be further co-operative developments in the improved access for researchers in future years.

A major event was the completion of the recataloguing of the collection in the John Paul II Library which began in 1982. Work continued on the streamlining of technical operations with the outsourcing of book processing and the purchase of catalogue records at the order stage.

The Library Policy Committee approved a collection development policy. Work began on rationalising the library stores and relegating older journals to the store to provide much needed space in the Library. A long-term process of reviewing the book collection began in co-operation with the academic departments.

Preliminary discussions took place on the requirements of the Russell Library and the need to provide adequate facilities for users and staff and to refurbish the building.

In view of the many changes taking place, a programme for staff training and development was introduced during the year by the Deputy Librarian. The Quality Promotions Office was active in supporting this initiative. Ten staff completed the ECDL during the year.

The Library continues to work closely with other University Departments who are always supportive and without whom it would be difficult to manage the service.   We are grateful to all of them and look forward to working closely with colleagues during the coming year.

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Agnes Neligan

Librarian

March 2002

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Information Services

Head of Section: Mary Kearney (half time)

Staff: Mary Delaney, Sandra Firth (half time)

Information Desk: Assumpta Hickey, Nicole Murphy and Gerard Murphy

Developing the online library

The past year has seen considerable developments in the area of electronic information provision.   At the end of the academic year the Library was providing electronic access to over 1,600 new journal titles, a figure that could not even be contemplated in a print-only environment.   In addition to making an increasing number of new resources available, the Information Services Department continued with its policy to review titles received either in paper format or on CD-Rom, with a view to replacing them with web versions where possible. A number of new services were taken on trial and evaluated in co-operation with academic staff. The following important new databases were added this year:

- *New Grove Dictionary of Music and Musicians, 2ⁿᵈ ed*

  Printed copies of the 1ˢᵗ and 2ⁿᵈ editions are also available.

- *Routledge Encyclopaedia of Philosophy*

  This is held in both paper and CD-Rom.

- *Chemical Abstracts – 'SciFinder'*

  The Library changed from *Chemical Abstracts* on CD-Rom to the web version thus facilitating greater access. This is available in the Library and in the Chemistry Department.

- *LibWeb*

  LibWeb includes both European and American books in English and replaced *Global Bookbank* on CD.

The use of all online services increased considerably during the year. The available statistics show that the number of searches more than doubled over the previous year to almost 200,000. The number of articles downloaded trebled to 20,000. The *Web of Science* was the most heavily used database with usage trebling over the previous year. The most popular journal was *Vaccine* with 434 articles downloaded.

In order to increase access to our electronic journals and databases the Library has actively worked with the Computer Centre to provide access to academic staff and students regardless of their location.   In April the Library piloted off-campus access.   Thirty-six members of the academic staff applied for *off-campus access* during the pilot project. Off-campus access will be extended to registered postgraduate students in the new academic year and eventually to all students.

Information Desk

Recognising the need for guidance and assistance for library users, an Information Desk service was introduced in October 2000. The aim of this desk is to provide a single point of call for students and to filter queries where

appropriate. The Information Desk is backed up by a team of subject librarians who deal with in-depth subject queries. Information Desk services are available during library opening hours except on Friday nights and Saturdays. This extension of service addresses some of the needs of distance education and evening students. Enquiries were taken by e-mail, telephone and in person and over 15,000 enquiries were answered.

Training and orientation

The section continued to expand and develop its programme of training staff and students in the use of library and information services. A total of 752 first year students attended library orientation at the beginning of the academic year. Library orientation / tutorials were provided for another 400 students in co-operation with the subject librarians and the relevant academic departments. ScienceDirect workshops were organised following the official launch of ScienceDirect in December. These included workshops for the following departments Geography, History, Education, Biology, Sociology, Adult Education, English and Psychology.

Subject Librarian Team

The role of the Subject Librarian Team continued to develop with librarians providing a number of subject specific training sessions to undergraduate and post-graduate students.

University open day

Information Services represented the Library at the University open day in the Arts Building. Approximately 600 second-level students visited the Library stand during the day.

Publications

Three issues of the library newsletter were produced during the year. In addition to circulating this to all staff, copies are distributed to the Students' Union, made available to students in the Library and circulated to university libraries both nationally and internationally. The newsletter is also available via the library website.

Reader Services

Head of Section: Elizabeth Murphy (temporary replacement Assumpta Hickey)

Staff: Patricia Harkin, (replaced by Elaine Bean), Emma Boyce, (replaced by Valerie Dwyer).

Circulation Desk Assistants: Thomas Byrne, Valerie Dwyer, Eileen Moore, Ann O'Donoghue and Eileen Quinn.

Copy Centre Assistants: Breda Cunningham, Ellen Farrell, Diarmuid Fitzgerald, Helen O'Connor and Eileen Quinn

Shelvers: Bairbre McCann (supervisor), (replaced as supervisor by Rita McCann), Deirdre Behal, Rose Eustace, Joseph Higgins, Teresa Hogan, Ilke Kuhanen, Sheila Leydon, Rita McCann, Marie McEvoy, Barbara Mullin and Donal O hAodha.

Circulation

There were 6,698 registered borrowers; a total of 142,910 items were borrowed which was an 11% increase on the previous year.

74% of items were borrowed by undergraduates, 13% by postgraduates, 7% by diploma students and 6% by staff. 52% of the items borrowed were from the main collection, 22% from the Reserve, 13% from Week Loan and 10% from Day Loan.

Self-service borrowing

The self-service borrowing facility was introduced in time for the academic year and was received with great interest. In November, a promotion week was organised to make staff available to introduce the service to library users. The response was very positive.

Customer care training

In keeping with the library's commitment to the provision of a quality service all Reader Services staff participated in a two-day customer care course. This was facilitated by a trainer from the IPA and funded jointly by the Library and the Quality Promotion Office.

ALCID

The extension of the ALCID (Academic Libraries Co-operating in Dublin) scheme giving taught postgraduates access to participating libraries for one month at the discretion of the visited library was very well received. This resulted in a large increase in the numbers benefiting from the scheme.

Reserve and short loan collections

In April, academic staff who had material in the Reserve Collection were asked to indicate items which were no longer required reading. This project was extremely successful mainly due to the excellent response from academic staff.

1,223 items were added to the Reserve Collection and 1,427 items were withdrawn. 675 items were transferred to Short Loan. The e-mail facility to request transfers was used 153 times.

Copy Centre

In August, the Library installed 6 new digital photocopiers supplied by Océ Ireland. The advice of the Procurement Officer was much appreciated. 1,171,111 copies were made during the year. The number of examination papers copied declined as students began to use the online service, ExPERT.

Shelving

As in previous years, shelving was characterised by a high turnover of staff. 273,249 items were reshelved. During the Christmas and summer vacations a substantial part of the collection was moved to make space for new material and to complete the relocating of the Reference Collection.

Inter-library loans

Head of Section: Bernadette Gardiner
Staff: Nicole Murphy (half time), replaced by Patricia Harkin (half time)

4,265 requests were received which was an 11% decrease on the previous year. This reflected the increased availability of full-text online services and mirrored the pattern in other libraries. 295 items were supplied to other libraries.

Collections

Head of Section: Valerie Seymour

Special Collections: Susan Durack

Copyright, Donations: Elaine Bean (to December), Olive Morrin (half time)

Binding: Elaine Bean (to December) Jean Kane (half time) Eileen Quinn (half time)

Since 2000 collections has encompassed the following departments:- Acquisitions, Periodicals, Official Publications, Special Collections, Binding, Copyright, Donations, and Bibliographic Records.

Collections remit includes the selection, retention, or otherwise, disposition and preservation of all library materials according to agreed policies.

During the year the Collection Development Team produced a collection development policy which was approved by the Library Policy Committee. This can be seen on the library's website.

Work began on reviewing the collection given the severe shortage of shelf space – a consequence of acquiring 220m of material per year.

Detailed working documents were drawn up covering donations, copyright, retention and deselection. In addition, collection usage, collection strengths and preservation are factors in overall collection management.

Material in the monograph collection was deselected in co-operation with academic departments.

Back issues of science periodical titles were weeded and transferred to the Kildare Store. Science periodicals available online on JSTOR were also moved to the store. These moves have consolidated the periodical collection in the Kildare Store and released space in the Pugin Store for research materials.

Theology periodicals were moved from the Pugin Store to the Kildare Store. Arts and Social Science periodicals in the Pugin Store were reviewed in conjunction with relevant subject librarians. The collection will be moved to the Kildare Store in January 2002.

The catalogue has been amended to take account of all the above changes.

Theses

Theses received in the past five years are available in the main library. The archive collection is now housed in the Pugin Store.

Audio visual

2347 audio visual items were borrowed, an increase of 65% over last year.

Copyright

A total of 4,014 items were received (monographs, periodicals and government publications). This reflects the rise in quality Irish publishing output. 1,037 monographs constitute 22% of all monographs acquired by the library. Many are received without being claimed.

Binding

1,706 volumes of periodicals and 686 monographs were bound by Reilly Bookbinders. Binding of periodicals will be reviewed in the light of increased availability of electronic titles.

Donations

644 items were received (NUIM)

17 items were received (SPCM)

Many of the NUIM donations were received from academic departments. In view of the space considerations and collection integrity only donations filling lacunae were accepted.

College Collection retrospective project

College Collection is a collection of books and articles written by members of the University or that relate to the University. At the end of 2000 there were approximately 1,300 items in this collection. While a card catalogue of the collection is available, a project to add records to the main ALEPH catalogue commenced in 2000.

330 items were added to the online catalogue. The monograph project is now 90% completed.

Exhibitions

Finding our voice: music in Ireland today.

This exhibition, arranged by the Library in conjunction with the Music department, traced the development of classical music in Ireland from the turn of the century to the present day. A special feature was the listening posts, which provided the soundtrack of works by leading Irish composers on CD. The exhibition ran throughout the month of October 2000.

Seoda na Gaeilge sa Leabharlann

The Library, in conjunction with Oifigeach na Gaeilge mounted an exhibition of modern materials in the Irish language. Material exhibited in March 2001 included pamphlets from the 19th and 20th century as well as publications by university academic staff.

Acquisitions

Head of Section: Pauline Murray

Staff: Sheila Larkin, Louise Saults, Blaithín Ó Ruairc (replaced by Maura O'Reilly)

System improvements

Preparation for the upgrade of the library computer system to version 14.2 was a priority up to July 2001. The system is still undergoing developments in many areas including the production of reports and EDI (online ordering). Automatic weekly claiming of outstanding orders began in October 2000. This process continued successfully and allowed a significantly improved level of orders management.

More in depth monitoring of Accounts became possible as a result of the development of the appropriate reports in OneWorld. These reports were developed with the support of JDEdwards, the Computer Centre and Accounts staff.

Service improvements

The majority of bibliographic records used when ordering items were imported from our catalogue record supplier, OCLC. Use of the OCLC record at the order stage means subject headings are already available in the catalogue at the order stage, and cataloguing can normally proceed without further bibliographic searches.

The range of online bibliographic sources available expanded enormously. This allowed for greater success in tracing full information about current titles and also increased expectations in following up difficult-to-source material. It resulted in definite success with a number of titles we would otherwise have failed to obtain.

Purchasing card

The Library was issued with a purchasing card and purchasing online was established gradually. The main benefit was obtaining titles which are only available online. This does not involve large numbers of titles, but they can be important ones, for either textbooks or research. Further scope for using this card by Acquisitions will include payment of some pro-forma invoices, which will save a significant amount of processing and delivery time.

Measuring suppliers' performance

Measuring suppliers' performance sufficiently is becoming increasingly important. Several approaches to this were tested and ideas were explored including the possibility of tendering. This will be a primary focus in Acquisitions for some time to come.

Online ordering

Plans for an Acquisitions order form to enable staff order books online progressed. It is planned that this will be available on the new library website in the coming year together with a description of the Department.

Changeover to the Euro

Planning for the changeover to the Euro in January 2002 commenced in the summer of 2001.

Planning

As a follow up to the training, preparation and production of the Acquisitions section of the Strategic Plan, departmental staff members met on a regular basis to focus on current work practices, problems to be tackled, achievements to date and future plans to continue to improve the service.

Periodicals

Head of Section: Val Payne (half time)

Staff: Carole Connolly, Yvonne Lynch (half time) replaced by Gina Halpin (half time)

Improvements/Innovations

As noted in the Information Services section there was a significant increase in the number of journals made available via the web.

Time was taken up during the summer with testing the ALEPH 14.2 upgrade and its consequences.

Invoices were recorded on ALEPH, including online bibliographic and journal databases for which there were no serial records. The Kardex, which had been in use for over 25 years, was consigned to history. The Euro was introduced as the base currency and all major invoices were received in Euro.

Shelf space issues

The lack of shelf space for bound issues of periodicals continued to be a major problem. Despite the weeding, relegation and respacing in both Social Science and Science and Engineering during the last two summers, more shelving space is required for growth.

In order to accommodate the 39 new psychology titles and back runs ordered by the Department of Psychology the bound Social Science section had to be completely respaced and some material was moved to the Kildare Store.

Titles received currently

The Library subscribes to 941 print and 1,600 electronic titles. 774 titles are received on copyright.

Official Publications

Head of Section: Sandra Firth (half time)

Staff: Jean Kane (half time), Eileen Quinn (half time)

Collection review

The project to catalogue the closed access material not online continued. The Irish Government Publications section of the Library was totally re-organised and weeded, where necessary. This included both the open and closed access material. The binding project for 2000/2001 was ongoing. Official Publications in the Kildare Store were checked and unwanted material disposed of.

Bibliographic Records

Head of Section: Andrew Sliney

Staff: Fiona Dunne (to August), Colette Harlowe (from September), Jean Kane (half time) (to December), Suzanne McKeon (to January), Olive Morrin (half time) (to December) Etain O Siochain, Regina Whelan Richardson (half time)

OCLC services

OCLC CatME software version 1.2 which replaced the Z39.50 protocol was installed by Systems in Acquisitions, Bibliographic Records, Copyright, Government Publications and Periodicals. CatME is used to access the OCLC WorldCat database and to export records from it into the ALEPH database.

In February billing changed from transaction billing to fixed fee billing. This now enables the Library to accurately budget for cataloguing costs.

ALEPH cataloguing module

The section was involved in the preparation for the upgrade and 22 of the 64 questions in the preparatory questionnaire related to the cataloguing/items modules.

The most serious post conversion problem was the non display of Irish, Polish and Russian diacritics in the catalogue.

Retrospective cataloguing John Paul II Library

Selected items in the old classification sequence from Biography, Art, and Antiquities were recatalogued thus completing the recataloguing of material in the John Paul II Library.

Joint Bibliographic Records and Acquisitions meetings

During the year workflow procedures between the two departments were discussed to streamline operations, thus reducing duplication.

Kildare Store

The interfiling of selected non-current periodicals from the Pugin Store and the John Paul II Library with the existing collections commenced in October 2000. Additional shelving was installed but there is little space for expansion.

The store remains unsuitable for storing material due to fluctuations in temperature and humidity plus regular roof leakages.

IRIS catalogue

During the year the IRIS Catalogue was launched. An extremely useful tool for students and academic staff, this catalogue allows users to execute a search across a number of web-based catalogues. Access is available to over 3.5 million records from Irish collections, which include the holdings of NUI Galway, Trinity College Dublin, Dublin City University, Enterprise Ireland, University College Cork, University College Dublin and the University of Limerick. In addition over 20 million catalogue records from leading research libraries in the UK and US are included.

Assistance to Third World Aid Project

Materials were contributed to the Trinity College Dublin/UPC Barcelona Tempus Tacis Tramal Project in Ulaanbataar, Mongolia.

Systems

Head of Section: Linda Noonan

Staff: Suzanne Redmond Maloco, Ronan Kennedy (part time)

ALEPH upgrade

The primary focus of the Systems section in 2000-2001 was the upgrade of the ALEPH Library system software from Version 12.2 to Version 14.2. The new version constituted a major upgrade to the underlying system architecture, allowing the system to incorporate new technologies including UNICODE, Microsoft Foundation Class, and the Apache web server. The ALEPH upgrade coincided with an ORACLE and Solaris operating system upgrade, necessitating the purchase of additional server hardware. A UNIX-level service agreement was established between the Library and the Computer Centre.

The upgrade process commenced with Library Systems staff training in March 2001, and the implementation was completed in July 2001. Throughout, the core Upgrade Team comprised the two full-time Systems staff, 1 part-time staff member, and the task-based assistance of a Senior Library Assistant.

The immediate benefit to the library user was a new and improved catalogue. Systems staff invested considerable effort in customizing the supplied interface to local requirements. In addition, improved functionality in the staff administrative modules promoted the overall efficiency of the library service. The upgraded client software was installed on 40 staff PCs.

Mobile computing

Another major technical development during 2000-2001 was the introduction of the Mobile Computing Project. A joint initiative between the Library and the Computer Centre, the project was conceived as a solution to electrical and network cabling restrictions. Through Spring/Summer 2001, a wireless network was established, transmitters were installed, and five laptop computers purchased. The technical implementation was completed by August 2001, in time to launch the service at the start of the new academic year.

As an adjunct to the Mobile Computing Project, Library Systems steered a Library Computing Survey. Over 400 library users completed questionnaires and the results illustrate the high demand for a broad range of library-based computing services. A report on the survey is available on the library's website.

Network printer

In January 2001 a network printer was installed. This facilitates printing from all Library networked PCs and from the library catalogue.

Training

Eight members of library staff were given training by the department in PC maintenance and troubleshooting. These people form the first point of contact for departmental queries.

Desktop support

Systems continued to maintain the 50 public access PCs and 50 staff PCs, and have worked to develop more efficient administrative procedures. Virus scanning software was upgraded on all PCs and the OCLC software for importing catalogue records was upgraded on staff PCs. Hardware and networking support from the Computer Centre is gratefully acknowledged. The Computer Centre and Library Joint Committee met seven times throughout the year to discuss matters of common concern.

Russell Library

Head of Section: Penny Woods
Staff: Celia Kehoe, Paul Hoary (part time), Louise Walsworth Bell (part time)

Preservation programme

A condition survey of the 705 books in the Rare Book collection was completed with 84% ranking fair to very good and 3% as very poor. A specific action programme was initiated. RB28, the most precious, had individual phased boxes made.

An inspection of the pamphlet collection highlighted 65 volumes (6% of the collection) in need of re-backing. Thirteen were prioritised by virtue of content and use and repair work begun. A condition survey of 77 Irish manuscripts (23% of the collection), showed that one third required washing. More equipment and suitable work space is essential for this. Documentation of MS C97 was completed and repair was begun.

137 items in the Bible Collection went through the full preservation programme and 729 items were dry-cleaned, their shelves washed and lined.

Repair work was carried out on 75 leaves of documents, 17 books and 10 large-format items (folders constructed).

Readers and visitors

1,032 readers used the Library. This included 114 undergraduates, 365 postgraduates, 103 staff, 92 external readers and 358 visitors.

Visitors included the Portuguese Ambassador; Professor Eamon Duffy of Cambridge who gave the PJ Corish Annual Lecture, Vanessa Marshall of the National Preservation Office and a UTV film crew recorded an interview for 'Insight'.

Visiting groups for some of whom special displays of books were prepared included:

Conference organised by the Pontifical Commission for the Cultural Heritage of the Church on the Liturgy. Visit and exhibition, with an address to representatives given in the library by Archbishop Marchisano, 21st October 2000.

Friends of the Chester Beatty Library, 12th May 2001; Kildare Branch of the TCD Association, 12th May 2001; Staff of the Library in DCU, 18th July 2001; Hopkins Summer School, 22nd July 2001; Party of visiting Jesuits with Professor O'Rafferty, 9th July 2001; Members of the Carmelite Community, Malahide, 29th August 2001; Party of St John of God sisters from Australia, 10th September 2001.

Items consulted and enquiries

1,180 items were consulted the most popular being books, pamphlets and newspapers. There were 111 documented enquiries. These included extensive assistance researching Irish seventeenth-century Catholic altars for a Dublin exhibition; advising a silversmith on chased metal bindings; detailed historiography of a 17th century Spanish life of St Patrick; and of a miniature bible of 1911 with its own lectern; assisting a bibliographer in Australia with the minutiae of describing our unique copy of a short-lived 18th century periodical, *The Parrot*; establishing all early-printed editions of a 13th-century treatise, and finding locations; providing early-printed portraits of popes for a film on the Battle of Kinsale; locating illustrations in 18th-century Irish Catholic texts for a comparative study.

Classes and teaching

Illustrated talks were given to eight classes. These included: MA History students; students doing a special topic on map history; history students, students studying the early history of printing and music postgraduates. Eight two-hour classes were given to the English MA class on the module on research techniques and historical bibliography and student projects were supervised.

Donation

Revd Desmond Forristal presented his books, papers and photographs to the library. 1,122 books have been sorted and recorded to date.

Library Christmas card

A reproduction of the 'Adoration of the Magi' from Hieronymus Natalis, *Evangelicae Historiae Imagines* (Antwerp, 1593) engraved by Hieronymus Wierix after Martinus de Vos, was used for the library Christmas card.

Buildings

Discussion and draft proposals were prepared for the refurbishment of the Russell Library.

Staff Development

In keeping with the University's commitment as stated in the Strategic Plan 2000-2005, to "provide encouragement and training for the ongoing professional development of existing staff and to provide structured support to engage in the upskilling required by the twenty-first century's technologically dependent environment" (p.28) the Library has invested substantial resources in terms of time and money in providing training and development opportunities to library staff. Our aspirations in this area have been significantly assisted by the support received from the Quality Promotion Office.

A stated objective of the Library Strategic Plan 2000-2005 which is now at the implementation stage is
"To maximise staff potential through a comprehensive training and development programme". (p.12).

Library induction

This programme commenced in January 2001. It aims to introduce new library staff members to the Library and the wider university environment. It aims to create a sense of belonging, and help participants to gain as much as possible from their employment in the Library. There is a one-day formal induction programme which is supplemented with an induction package which new staff members receive on arrival. A key feature of the day is the opportunity to meet staff from the university-wide environment at lunchtime and to socialise with library colleagues at a small get together at the end of the day. The one-day programme is run once a year. To date, 24 people have participated.

ECDL (European Computer Driving Licence)

In November 2000 the Library began to participate in the ECDL scheme. It was recognised that the increasing trend towards information delivery via the web and the acquisition of material in non-traditional forms, required a higher knowledge of information technology than was heretofore necessary.

To date, ten people have completed ECDL and ten others are at various stages in the programme. It is hoped that 50% of library staff will have acquired ECDL certification by summer 2002. The Library is supporting the programme in terms of registration and examination fees, provision of CD-Roms and manuals for home study, time to undertake the examination and 50% of study time.

Customer care training

In keeping with the library's commitment to a quality service, all staff directly involved with service provision have received training in customer care. To date, 24 people have participated in this two-day programme funded by the Library and the Quality Promotion Office.

PDR (Performance Development Review)

The Library currently has a performance Development Review scheme in operation in the Reader Services area of the Library. 18 members of library staff participate in this scheme. In the past year there has been substantial investment by the Library and the Quality Promotion Office in providing training for the staff involved so that

they gain the maximum benefit from the process. In addition to training staff are given work time to prepare for the interviews.

Continuing Career Development

Staff of all grades in the Library are encouraged to participate in the wider information environment and the Library has a representative on a number of library groups that function at a national level. These include: the Rare Books Group of the Library Assocation of Ireland, The Cataloguing and Indexing Group of the Library Association of Ireland, Meitheal (Irish language group); LIR HEAnet User Group for Libraries, ANLTC (Academic and National Library Training Co-operative), the Acquisitions Group of Ireland and CONUL (Consortium of National and University Libraries).

Staff are encouraged to participate in training events organised by the Quality Promotion Office, seminars, meetings, conferences, visits to other libraries and other activities which enhance their career development. Staff who participate in such events write a report which is circulated to all library staff thus allowing a maximum number to gain from the investment.   Staff who have undergone training e.g. ECDL are encouraged to act as mentors to other staff.

Staff Professional Activities

Elaine Bean

    Member, University Safety Committee

Mary Delaney

    Membership(s)

    Committee member, NISLink - NIS (National Information Server) Advisory Group

    Committee member, Irish Science Librarian's Group

Presentations

    ExPERT, an online database of University Examination Papers with Linda Noonan, paper presented at IUISC (Irish Universities Information Systems Colloquium), 2001(virtual conference)

Other activities

    Demonstration of fulltext electronic journals to academic staff 15th December 2000

    ECDL completed

Helen Fallon

    Membership(s)

    Member, Library Association of Ireland

    Chairperson, LIR HEAnet User Group for Libraries

    Committee Member, ANLTC (Academic and National Library Training Co-operative)

    Member of Steering Committee, AHEAD project on library resources for visually impaired students

Presentations

"Staff Development in Irish academic libraries." Paper presented at the annual Deputy Librarians Conference, University of Newcastle, 14th-16th September 2001

Publications

*"*Information sources in Sociology.*"* Book chapter in David Fisher, Sandra P. Price and Terry Hanstock (eds) (2001). *Information sources in the social sciences*. Munich: K.G. Saur. 88-130pp

Other activities

External assessor on interview panels in Dublin City University

External assessor on interview panel with Library, Dun Laoghaire Institute of Art, Design and Technology

Organised LIR HEAnet User Group for Libraries annual seminar *From a Distance: Web based information management* Dublin April 2001

Sandra Firth

Member, Library association of Ireland

Bernadette Gardiner

Member, FIL (Focus on Interlending)

Paul Hoary

Membership(s)

Member, Irish Professional Conservators' and Restorers' Association (IPCRA)

Member, Institute of Paper Conservation (IPC)

Jean Kane

Completed ECDL

Mary Kearney

Demonstration of fulltext electronic journals to academic staff 15th December 2000

Sallyanne Knowles

Completed ECDL

Pauline Murray

Membership(s)

Committee Member, AGI (Acquisitions Group Ireland)

Elizabeth Murphy

Membership(s)

Member, Library Association of Ireland

Member, Library Association U.K.

Member, LIR HEAnet User Group for Libraries

Committee member, Institute of Information Scientists (Irish Branch)

Committee member, Friends of the Chester Beatty Library

Agnes Neligan

Membership(s)

Member, Library Association of Ireland

Member, Library Association, UK

Committee Member, ALCID

Secretary, CONUL (Consortium of National and University Libraries)

Committee Member, CHIU Librarians

Member, SCONUL (Society of College, National and University Libraries)

Other activities

External assessor on interview panels in DCU, NUIG and UCC

Linda Noonan

Membership(s)

Member, Library Association of Ireland

Member, Aleph User Group - UK and Ireland

Member of the OCLC Library Web Review Group

Presentations

ExPERT, an online database of University Examination Papers with Mary Delaney, paper presented at IUISC (Irish Universities Information Systems Colloquium), 2001(virtual conference)

Other activities

Hosted ALEPH Upgrade Seminar (3rd-4th April 2001)

Etaín Ó Siocháin

Membership(s)

Member, Governing Authority Sub-Committee Coiste na Gaeilge, NUI Maynooth

Member, Library Association of Ireland

Member, Rare Books Group, Library Association of Ireland

Member, Meitheal, Library Association of Ireland

Member, LIR HEAnet User Group for Libraries

Valerie Payne

Membership(s)

Member, Library Association of Ireland

Member, Library Association (UK)

Other activities

Completed ECDL

Valerie Seymour

Membership(s)

Member Rare Books Group Library Association of Ireland

Member, CONUL Working Party on Legal Deposit

Member of the CONUL Working Party on Theses

Representative of NUIM on Maynooth Action Strategy Steering Group

Penny Woods

Membership (s)

Committee Member, Rare Books Group, Library Association of Ireland

Committee Member, Association of Church Archivists of Ireland (ACAI), Maynooth's

Committee Member, CONUL Sub-Committee on Conservation and Preservation

Committee Member, PMUGI (Preservation Microfilm User Group (Ireland))

Presentations

'Religious libraries: an historical assessment' Paper presented to Church of Ireland Archivists Group, 2 July 2001, Dublin

Library Policy Committee

Membership

Dr W.J. Smyth (President)

Dr. J.J. Cleary

Mr P. Dalton

Dr S. Doyle

Dr T. McCarthy

Mr N. Hogan

Ms A. Neligan (Secretary)

Ms H. Fallon

Dr C. Etchingham

Mr J. O'Connell

Dr R.O. Watson

Activities

The Committee met on four occasions during the year. A major item of discussion was the decision to submit a proposal for a research library under the PRTLI Cycle 3.

Other issues discussed included the Library Strategic Plan, the *Copyright and Related Rights Act, 2000.*

A collection development policy for the Library was also approved.

Library Statistics

Study places

Study places (without IT equipment)	631	(611)
Study places IT workstations	46	(40)
Study places (Russell Library)	28	(28)

Collection

Books purchased	4,690	(5,579)
Books received on copyright	1,032	(893)
Irish Government Publications	2,208	(1,748)
Canadian Government Publications	159	(225)
European Documentation	688	(230)
Donations	618	(986)
Print periodicals purchased	941	(1,094)
Online periodicals purchased	1,600	(1,180)
Periodicals received on copyright	774	(970)
Donations, Exchange	238	(281)
Volumes catalogues	9,184	(10,436)
Total stock	412,595	(403,411)

Services

Registered borrowers	6,698	(6,493)
Items borrowed	142,910	(128,978)
Items received on inter-library loan	4,265	(4,796)
Items lent to other libraries	295	(252)
Enquiries	15,056	(4,000)
Searches of online information sources	200,000	(97,965)
Articles downloaded	20,000	(6,939)
Readers and visitors to the Russell Library	1,032	(1,131)
Photocopies made	1,171,111	(1,151,836)
Items reshelved	273,249	(264,689)

Expenditure

Books	€244,270	(€265,565)
Print periodicals	€345,629	(€327,592)
Electronic information	€99,115	(€72,565)
Operating costs	€426,420	-
Salaries	€1,318,516	(1,094,925)

* Figures in brackets relate to 1999/00