

**Tuarascáil Bliantiúil ón Leabharlannaí don
Chomhairle Acadúil**

2002/03



**Annual Report of the Librarian to the
Academic Council**

2002/03

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NUI MAYNOOTH

Ollscoil na hÉireann Má Nuad

National University of Ireland, Maynooth provides the library service in the John Paul II Library and the Russell Library. This service is provided for members of the university and for the staff and students of St. Patrick's College. Other readers may use the library with the express permission of the Librarian.

Overview

The cover of this report depicts the laying of the foundation stone of the John Paul II Library on April 18, 1982. Twenty years on the Library is supporting twice the number of users and over twice the size of the collection for which it was designed. In the intervening years also there have been unforeseen developments in the delivery of information and library services with corresponding demands for a supporting environment. Despite every effort in recent years to manage space for readers and collections, and despite the space-saving advantages brought about by the ongoing move from print to online resources the library building can no longer adequately provide the services demanded by users.

Managing the growing collections in a finite space requires substantial resources in staff time. This year a major assessment of collections took place. As a result 40m of material was discarded, 170m moved to storage and almost 3,000m respaced. Further space was created when a number of departments agreed to house print periodical titles now available online, and some periodicals on permanent loan from the Royal Irish Academy were repatriated.

A small number of extra study places were provided and the seating capacity is now at its maximum. A member of the Electronic Engineering staff designed an electronic device for seat reservations which, if successful, may discourage readers from booking seats for long periods.

Cutbacks introduced during the year had a serious impact on the Library. The library budget was cut by 12% and the occasional staff budget by 10%. Staff on leave were not fully replaced, there was a six-month delay in filling one permanent vacancy and occasional staff hours were restricted. The situation was exacerbated by the increase in the cost of library materials including the addition of VAT at 21% on electronic products, and in rising staff costs. Though services were maintained and there were no cutbacks to book and periodical departmental budgets, the Library found it increasingly difficult to meet the demands for books, periodicals and online resources, and to provide a sufficiently extensive range of services. This was especially unfortunate in a year when the overall priorities outlined in the library survey indicated that there is a strong demand for the provision of such material. As a result of the cutbacks any planned library development work was postponed.

On a positive note, the Library, in co-operation with the six other universities, renewed its contract for *ScienceDirect* and, in partnership with a number of academic departments purchased, *Early English Books Online* a database of almost all books published in English up to 1700. Work began on the inclusion of catalogue records for books in the Russell Library in the library online catalogue. Usage of all the electronic services continued to increase and almost 60,000 full-text articles were downloaded.

The work of the Library and especially the management of the cutbacks so as to ensure minimal disruption to the service could not have happened without the commitment and co-operation of the library staff, and the co-operation and support of staff throughout the University.

Agnes Neligan, Librarian, December 2003

Services

The key objective of library services is to provide a quality, cost-effective service to meet the needs of users in a rapidly-changing information environment. In line with the library strategic plan, the service departments have been active in collaboration with other library and university departments in a number of areas. These include expanding the role of subject librarians; developing the Information Desk service; updating the library website and expanding the orientation and information skills training programme. In order to expand the electronic collection in a cost effective manner, deals were brokered, in collaboration with the other universities, for new and continuing journals, databases and e-books. During the year a major survey of users was carried out and many of the suggestions acted upon. The main findings will be addressed where possible.

Survey

In April the Library carried out a questionnaire survey of academic staff and students. This was part of our objective to prioritise the needs of users and regularly monitor their satisfaction with the service and also served to meet the need for information for Section 2.4 of the Self-Assessment QA/QI exercise on feedback from our users. 842 surveys were correctly completed which represented a response rate of over 70%. The overall priorities for the total group were:

1. Buy more copies of textbooks
2. Ensure all material on reading lists is available in the Library
3. Provide electronic copies of books
4. Longer opening hours, particularly before January examinations
5. Provide more seats
6. Provide more computers with internet access
7. Provide more journals (print and electronic)

Subject librarians

The role of subject librarians continued to develop. Librarians worked closely with academic departments in providing a comprehensive information skills programme and in identifying other areas of support to meet the needs of staff, researchers and undergraduates.

Orientation and training

The Library continued to play an active role in the university's orientation programme for first year students. All staff contributed to the library programme organised by Information Services. A total of 856 first year students attended. Information Services staff also contributed to the orientation programme provided to new university staff organised by the Quality Promotion Office.

Subject Librarians provided training in library and information resources across a broad range of subject areas. Training ranged from basic introduction to resources for undergraduates to subject specific resources workshops for postgraduates. The content of each seminar was specifically designed to the needs of the individual groups and organised following consultation with the relevant academic departments. This training aimed to empower students to make effective use of the extensive library resources available to them.

Information Desk

The Information Desk provided a valuable service in assisting library users throughout the year. This service supported users in becoming self sufficient in their use of library resources. Extensive training was provided to Information Desk staff to ensure the provision of a quality service to library users. As a result of improved student training, the number of general queries decreased, however, subject queries increased by over one third.

Electronic services

The Information Services department continued its policy of reviewing titles received, either in paper and/or on CD-ROM, with a view to updating them to web access where possible. This is in line with our objective of remaining at the forefront in the provision of electronic information resources, thus allowing wider access to material which was previously library based. Titles updated were - *Irish Times Online, Times / Sunday Times, World of Learning*. A new service, *Early English Books Online* was purchased with the financial assistance of a number of academic departments.

The use of full-text databases more than doubled. This is in line with previous years' trends demonstrating a move by users from print to electronic journals. The *Journal of Organometallic Chemistry* remained the most heavily used journal. Usage of subject-specific bibliographic databases continued to increase though usage of general bibliographical databases decreased. Due to cutbacks, plans to improve and simplify access to the online resources were delayed.

The Library was invited to nominate a staff member to the IRIS Advisory Group. The main aim of the group is to identify and consider electronic products/services for consortia purchase. Staff were also involved in a major initiative - the CHIU E-Books Working Group - which was established to monitor the introduction of e-books in the universities. Staff also attended an e-learning workshop in October 2002 and several Blackboard training sessions in December 2002 with a view to examining the potential of this VLE.

The number of library users who applied for off-campus access to full-text databases and electronic journals quadrupled. Documentation relating to the setting-up of off-campus access was made available on the library website. Substantial staff time was spent supporting the user's needs in relation to this service, as many applicants did not appear to have the basic computer skills required to set up this service from home.

Examination papers

EXPERT, the web-based examination paper database, was updated to include 2002/03 papers from both NUIM and St. Patrick's College. A major review of the database was undertaken to examine the possibility of including higher diploma and postgraduate papers and to establish the ability of the database to accommodate new examination papers under semesterisation. As a result of this review, a submission for Targeted Funding was made to the HEA to fund the development of a new database.

Circulation

154,942 items were loaned. 7,140 items were borrowed by staff, 26,531 by postgraduates, 9,999 by diploma students and 110,724 by undergraduates. While the borrowing activities of staff, undergraduate and diploma students were sustained, this represented a decrease in the borrowing activities of postgraduates.

Fines were increased by 100% in order to encourage users to return items on time, the previous fines no longer being considered an adequate deterrent from keeping items beyond their due date.

The administration of extreme overdues continued to place a burden on the limited resources of the Library. This summer the overdues outstanding from the 2001/02 academic year were reviewed. This material equates to a loss of approximately €4,000 per annum. The Library is in the process of discussing a solution with the Registrar's Office.

Reserve and Short Loan Collection

2,000 items were added to the Reserve Collection and 500 items were added to the Short Loan Collection. The importance of keeping the Reserve Collection current and relevant was a priority again this year. Lists of items

were circulated to the relevant lecturers asking them to indicate items no longer required, and over 2,000 items were removed.

As a result of copyright legislation, the Reserve Collection was suspended in June 2003. As a partial solution the Library took out a subscription to HERON, a one-stop copyright clearance and digitisation service. Building on the electronic reserve project of the previous year, a pilot project was set up to investigate the issues involved in establishing an electronic only Reserve Collection.

Copy Centre

The role of the Copy Centre further developed over the year by offering on-the-spot assistance with equipment and answering PC/database enquiries. Following the upgrading of all black and white self-service photocopiers the previous year, a new self-service colour photocopier was purchased.

Shelving

This was a particularly difficult year for shelving staff due to problems with the lift. The lift was out of action for two weeks in March necessitating the moving of books from floor to floor in boxes. The movement of books at this busy time would not have happened without the co-operation and goodwill of all library staff, in particular the Shelving Team, and the assistance of the Students' Union.

305,893 items were re-shelved despite a 4.5% reduction in the number of hours worked by the Shelving Team. The commitment and experience of the Shelving Team had a large part to play in this achievement.

ALCID

The Library's membership of ALCID (Academic Libraries Co-operating in Dublin) has greatly extended reading access for academic staff and postgraduates to other member libraries in Ireland. Over 400 users availed of this scheme, over a third of whom were Mode II postgraduates.

Communication

The Library's web site continued to be a useful way of communicating new developments and current information such as changes in opening hours. All notices relating to loans were delivered by e-mail.

Diversity of users

The Library continued to develop and broaden its services to cater for the wide diversity of students including part-time, extra-mural, distance education and students with special needs. Access for NUIM Certificate Students was reviewed and improved. In September, library staff participated in the workshop organised by the Disability Office which sought to explore and implement ways of supporting students with learning difficulties. Training in disability awareness was introduced to the induction and training programme for new staff. Opening hours and the access policy were revised to bring them in line with the university's semesterisation plan.

Support for teaching and learning

Students expressed a major concern regarding difficulty in locating items on reading lists in the Library. Progress was made on the preparation of guidelines for academic staff to ensure clarity of references and the improved availability of material. The feasibility of linking reading list material to catalogue records was explored but postponed as the current version of the library system is not able to adequately support this.

Inter-library loans

The Inter-Library Loan department processed 3,374 requests. This figure shows a reduction of over one third compared to the previous year. The improved availability of full-text journals and the price increase introduced in November 2002 contributed to this decrease, which is similar to other libraries. The price was increased as a result of our main suppliers, the British Library and Trinity College, increasing their charges.

At the beginning of the year the facility to submit requests via the library catalogue was developed. Instructions on how to use the service were placed on the website and also circulated to heads of departments with a successful response. Staff continued to monitor new services which will speed up delivery times such as direct supply of photocopies and delivery of electronic copies to the desktop.

Systems

ALEPH library management system

Development and maintenance work of the library system constituted almost half of Systems staff time. In advance of a major upgrade in 2004, a broad range of developments were initiated and completed. These included the full integration of the inter-library loans module with the library catalogue; the implementation of a new interface to import data from the student record systems; the development of an authority database to standardise and duplicate headings (Author, Series, Subject, etc.); the importation of records from the *English Short-title Catalogue* to contribute to the Russell Library cataloguing project; the trial implementation of electronic invoices from serial suppliers (the first ALEPH site in the UK & Ireland to use this system functionality); development work on generating a list of new books which can be made available from the library website or catalogue; planning for the acquisition of SFX and Metalib, the twin electronic resource management products provided by ExLibris which are fully compatible with ALEPH.

Ongoing ALEPH support and maintenance work included the re-indexing of the entire database in Spring 2003 to ensure the speed and efficiency of catalogue keyword searching; replacement of a server disk in March 2003, replacement of another server disk in August 2003 (with associated data recovery) and replacement of the CPU in September 2003. As a consequence of these failures, Library Systems and the Computer Centre initiated planning for the installation of a RAID disk-mirroring system.

Mobile computing

The success of the laptop lending service grew beyond all expectation this year. Laptop borrowing increased by over 70% compared to the previous year. The total number of laptop loans for this academic year was 7,691 representing an average of 855 loans per laptop. Based on this success, six additional laptops were purchased. As each new set comprises different models to the previous set, there are considerable administrative challenges in configuring and supporting these devices. An additional transceiver was added to the wireless network to extend and improve signal coverage.

The service attracted a lot of external interest. During the year we arranged demonstrations for visitors, including a representative of the HEA IT Initiative, staff from the Library of Queen's University Belfast, and a research student from Dublin City University. Within the university, we assisted the Quality Promotion Office in their planning for wireless classrooms, and provided wireless network support to the Students' Union elections.

Desktop support

Desktop projects and support constituted 45% of Systems staff time. A number of major campus network developments determined the focus of desktop support this year. Following a firmware upgrade to the library network in October 2002, the Library proved to be a key partner for the Computer Centre in implementing the network developments. Library Systems staff executed all of the essential desktop configurations associated with the migration of over 120 PCs to the NUIM domain. All library PCs were re-configured and registered for network sub-netting and defunct network protocols were removed from all library PCs.

The Computer Centre and Library Joint Committee met six times during the year to address matters of common concern. In April 2003 the Committee approved a Service Level Agreement for desktop support, whereby the Computer Centre provides second-level technical support to Library Systems.

Library staff intranet

The Systems Librarian designed and developed a staff intranet and staff document archive, in response to a growing need for secure access to library staff documentation. The archive provides a comprehensive

categorisation system for all library documents, including minutes of meetings, policy documents, annual reports, reports on training courses, reports of external committees and staff external presentations. All documents were placed on a secure, password-protected server. The archive continued to grow rapidly during the year and, to date, contains 172 documents.

Eprint Archive

The Archive was launched at a campus reception in December 2002 and generated a lot of interest among academic staff. Other university libraries also expressed interest as the Archive was the first to be established in Ireland. Visits and demonstrations have been provided for those who wished to learn more about the service.

The Library acknowledges the assistance provided by Oifigeach na Gaeilge who provided a grant to develop an Irish language interface for the Archive. This optional interface was successfully launched during summer 2003 and is the first Irish language interface to an Eprint Archive.

During the year, 42 users registered to contribute to the Archive and deposited a total of 61 documents.

Online book purchase order form

Work commenced on the design for an online book purchase order form in response to user requirements which emerged from the library survey. This will be launched on the library website in the coming year.

Collections

The key objectives of Collections are to identify projects which will relegate, catalogue and reorganise the collection in order to optimise space and make material more accessible to library users; to pursue a policy of transition from print to electronic periodicals and to begin cataloguing the Russell Library. Substantial progress was made in these areas over the year.

Collection changes

The main focus of activity throughout the year was managing the growing collection in a finite space. The decision to move materials to stores brings new problems such as limited access, delays, and extra time in searching and retrieving. A major assessment of collections took place with material in the libraries and stores measured. From the results it cannot be reiterated too strongly the crisis we are in. Over 10,000 volumes are acquired annually. The selection of material for store or discard alone cannot provide enough space for this amount. New subjects and the need to build up some existing collections contribute to the problem.

A number of collections were reviewed to establish if online versions were available and material was discarded or stored where possible, though the online version is not considered a completely acceptable substitute. Official Publications pre 1998 were moved to the Kildare Store and in future only the most recent five years will be retained in the Library. Canadian Official Publications were deselected as print and can now be accessed online. *Patrologia Latina* and *Migne* were transferred to the ground floor of the Russell Library.

The entire book collection on level 2 was respaced to provide room for expansion. College Collection periodicals were moved to the ground floor of the Russell Library.

Due to lack of space many works which are unsuitable for open access due to age, condition, scarcity and value remain on the open shelves. Over one thousand 1851-1900 titles were identified in History, English and Classics alone.

Commercial off-site storage was investigated and a suitable facility found. While this would provide an excellent solution to our storage problem, cost was a large factor in non-takeup.

Acquisitions

In keeping with the department's policy of regularly reviewing its objectives and performance, a number of procedures were modified and improved and some new procedures introduced.

After extensive research into available services, orders for shelf-ready books commenced in June 2003. This service applies to the 19 subjects selected by the Bibliographical Services department. Books are supplied fully processed and are, therefore, available to library users on the day of receipt.

Out-of-print reports are followed up daily, and used copies searched for and purchased online where available. An additional service was established for urgent and multiple copy orders. Follow-up processes now include contacting the requestor to inform him/her of any delay. This service is in addition to an entry on the catalogue record for all delays reported.

The range of statistics kept by Acquisitions was significantly expanded this year. From February 2003, daily, weekly and monthly analysis of many Acquisitions processes have been recorded. These will be maintained and

refined. Potential uses include analysis for performance measurement, workflow adjustments, confirmation or reassessment of work practices and overview of interaction with others.

The university accounts system OneWorld was upgraded in November 2002. This necessitated additional staff training, amending our existing in-house Acquisitions documentation, reorganising many of the screen layouts and other adaptations. As always, the ongoing support provided by Accounts staff and by the system supplier JDE Edwards was excellent. There were also some changes in OneWorld reporting. The new versions of these reports are now working and Acquisitions work practices have adapted to the disadvantages and improvements.

Bibliographical Services

The first stage in creating authority records for each unique personal, corporate, subject and uniform title heading in the library catalogue was successfully implemented in August 2003 and is expected to be completed by late 2003.

An indexing problem was identified in February 2003. A fault occurred in the programme for updating the word and headings indexes. Assistance was provided to Library Systems in identifying the extent of the problem and testing the indexes after the problem was resolved.

A new books display, organised by the department and Acquisitions, was placed on level 1 in August 2003.

Funds were provided by the French Department to catalogue a Belgian donation of over 400 volumes. Books in Latin and Greek literature were relabelled and critical works arranged a-z by critic. This arrangement now provides better access to the classics collection.

One cataloguer worked one day per week on the Russell Library cataloguing project from January 2003.

Periodicals

The vast majority of periodicals are now received online and their usage continues to increase. In order to continue its policy of transition from print to online, the department began reviewing the print collection with a view to changing more titles to online only. Science and Engineering periodicals were reviewed first as many science titles are already online, scientists need information directly from their desktops and science periodicals grow more quickly annually than in other disciplines. The collections of the Departments of Computer Science, Biology and Chemistry were fully reviewed, and work began on those of other departments. The result so far has been that 17 existing titles in print were changed to online only subscriptions.

The transition from print to online is a difficult and time-consuming exercise as publishers have a wide variety of complex policies regarding supply. Pricing is also much more expensive than print equivalents. Procedures for accessing cancelled online titles remains a concern.

A positive outcome is the saving of shelf space in the overcrowded periodicals section. 40 metres of space in the library and the store was recovered from the review of one department.

Most print journals supplied by Swets Blackwells have been received through their FastPlus Consolidated service since January 2003. American titles are supplied at the domestic rate rather than the foreign rate thus saving on subscription costs. Current issues are now processed faster and missing and overdue issues claimed on our behalf.

Binding

Library policy is to bind material in the most appropriate and cost-effective manner and to constantly evaluate and appraise the collection with respect to binding. In view of the collection review, very few periodicals were bound. In future, titles will not be bound if there is an online equivalent except for a small number of titles where print is essential. Print-only titles will continue to be bound as in the past.

The reduction in periodical binding has consequences for staff and readers with some titles left unbound and unborrowable but requiring boxing, shelving and maintenance. The changes in binding policy, together with the cutbacks to both staff and funding in binding, resulted in a 50% reduction in the number of volumes bound.

Official Publications

The Department is constantly reviewing the shelved material to ensure everything is in order and easy to access. As part of this process and in keeping with the policy of a hybrid library, the Department began sourcing both Irish Government and EU documents online. This is more efficient for the student, and it saves physical space on the shelves.

Space in the Library has been reduced and re-organised in an effort to accommodate this ever-increasing collection in given current space restrictions. The number of un-catalogued items in Irish Government Publications has been dramatically reduced.

Legal deposit

Receipt of material through legal deposit in accordance with the Copyright Act 1963 continues to be hampered by the refusal of one significant Irish publisher to do so. Extra money was given by one department last year to purchase some of this publisher's titles, but on average €4,000 per annum would be needed to purchase these relevant titles for our collection, titles which we should receive as of right. Another smaller publisher has begun to deposit after a lapse of many years.

In accordance with the Collection Development Policy and the limited shelving space available, a selective claiming and record creation approach to legal deposit material was adopted.

Slightly fewer items (1,321) were received on legal deposit this year. Almost half of these were deposited as a result of claims.

Donations

The papers of Niamh Breathnach were deposited in the library in 2002. They relate to her period as Minister for Education from 1993-1997. The papers were sorted, listed and placed in acid free boxes. A finding aid is in preparation.

As with legal deposit, it was necessary to make choices with regard to donations in order to augment the strength of the collection and to conserve space.

Russell Library

This year saw the start of the Russell Library online cataloguing project, with its aim of developing the accessibility and research capability of the early-printed collections. This has long been needed; digital images are an important adjunct. The Irish Manuscript Restoration Programme continues and its importance cannot be overstated. Electronic catalogues and full-text databases have increased access to older material with a corresponding growth in requests for assistance, and further enquiry. Support to academic departments increased, and the heraldic exhibition drew wide scholarly interest.

Cataloguing

Plans were drawn up for the electronic cataloguing of the early printed collections in the Russell Library. Work began in February 2002 with a member of Bibliographic Services working on the project one day a week. Matching records are sought on OCLC Worldcat database, imported and edited. Work has focused to date on reference works and travel. Negotiations are currently taking place for the importation of 4,094 records of our 18th century holdings recorded in the *English Short-title Catalogue*.

Imaging

Following last year's purchase of a digital camera, 480 digital photographs have been taken and inventoried this year: for exhibition, readers' requests, and in-house files of illustrations, bookplates and bindings. Three hundred and fifty-four illustrations in volumes 1-612 of the pamphlet collection have been documented.

Items consulted

There was an increase of 12.5% in the number of items consulted.

Conservation and preservation

Within the Irish Manuscript Restoration Programme, one manuscript has been photographed, disbound, washed, buffered and re-sized. Two collections of manuscripts were surveyed, resulting in the digitising of one fifteenth-century manuscript, of which a paper copy was made and bound in a muniment binding.

A collection of Pugin drawings and letters in the College Archives are currently under repair.

Engraved plates in popular collections are particularly prone to damage. A survey of in the Irish history collection continues and repairs have been carried out on the illustrations: 420 books have been documented and 66 plates have been repaired.

The present focus of the preservation programme is the Bible collection: 561 books were brush-cleaned and urgent remedial treatment was carried out where necessary; detailed worksheets on 149 items; 48 shelves were cleaned, measured and lined with microchamber board. Family records were noted, also images to be photographed.

The library disaster plan was progressed through regular meetings, a planning workshop was attended, best practice was researched.

Liaison with academic departments

Illustrated talks were given to postgraduates and undergraduates on research resources in the Russell Library, in their field: philosophy, history, local history, music, French, pamphlet literature, early-printed maps, and Maynooth. Advisory support was provided for two class projects in history. The English MA students participated

in a sixteen-hour module 'History of the text and research method' given by the Russell Library Librarian. Students then carried out research individually either on a lesser-known author or on staging a forgotten play. Support continued for the Mission History Project in the Department of History.

Enquiries

Enquiries were numerous and varied and included tracking an elusive 18th century pamphlet in Philadelphia (a ghost); researching the cross of St Patrick; sourcing the biblical names given to constellations in the 17th century; assisting the editor of the correspondence of Cardinal Newman; identifying Spanish sources for early Irish-Spanish writings, and gleaning biographical information on Irish priests at home and abroad.

Promoting the collections

The autumn 2002 exhibition, *Heraldry and the Book* had great success and was the focus of the open day for staff and postgraduates on 17th December 2002. Two leading heraldic scholars have subsequently consulted our collections. Professor Peter Lucas and Mrs Angela Lucas who are preparing a detailed catalogue of our medieval manuscripts gave illustrated lectures on them at congresses in Brussels and Durham. During the year, images from the collections were also researched and supplied for conference posters, a logo for the Irish in Europe project, the cover of an important international journal and as illustrations for books and articles. Timothy O'Neill gave a workshop on calligraphy during Seachtain na Gaeilge and examples from our manuscripts were examined and discussed.

Visitors

There were 404 visitors during the year. These included distinguished academics from Chicago, New York, Ontario, Oxford, Sydney and elsewhere. Visiting scientists, in particular, are regularly brought to see our collection of early scientific works. The Hopkins Summer School paid a visit in July 2003 and a special display was laid out for them. The library was twice used as a location for television interviews.

Environment

Space

The lack of expansion space for the collection has been a concern for a number of years. Apart from the difficulty of finding adequate space to physically shelve new material, particularly in the Social Sciences, the lack of space slowed down re-shelving of circulating material and was not conducive to easy searching by library users. Crisis point was reached this year on level 2 and space was found by contracting Official Publications. This freed up 5.5 bays which was re-allocated to the main collection. The project involved a substantial amount of staff time in planning, reshelving and amending records.

Seating

One of the issues contributing to the lack of seating during busy periods is the reservation of seats without use for long periods of the day. The 30 minute reservation notices are rarely used by students. In an effort to address this, the Library and the Department of Electronic Engineering co-operated on a project which investigated an electronic device that could be activated by a user when vacating a desk. A prototype was designed for use in the Library.

Stores

Due to the material removed from the John Paul II Library, the Kildare Store was shelved to capacity. There was a low level of usage of material in store - 70 items were requested during the year. The physical condition of the store continued to be a concern. The fabric of the structure is very degraded and leaks are common.

Temperature and Relative Humidity

Temperature and RH was monitored throughout the John Paul II Library, the Russell Library and the Kildare Store. The John Paul II Library recorded significant temperature and RH fluctuations rendering some areas too cold or too hot to work in for readers and staff. The life of print materials is being severely diminished by the extremes of temperature and humidity in both the John Paul II Library and the Kildare Store. The Russell Library as ever recorded very low winter temperatures.

Refurbishment

A small project to convert the former bag area of the John Paul II Library into an office space was completed thus allowing for an improved and more efficient layout for staff areas.

An illustrated document was prepared in December 2002 to highlight the present state of the Russell Library and what is urgently required: a work space for readers and conservation staff which is not unbearably cold in winter, access for readers with disability, increased storage capability and spaces for exhibitions, teaching and seminars, currently all held in the library reading room.

Staff

Regardless of technological developments, the services offered by the Library continue to be most effectively delivered by people. The Library's commitment to ensuring staff are well trained, informed and flexible continued as staff participated in a number of training events during the year.

Cutbacks in the library budget necessitated reviewing projects and staffing. The Library attempted to fairly accommodate all staff wherever possible. Some departments were particularly stretched due to vacant posts. Staff were cooperative filling in for absent colleagues.

In addition to their specific responsibilities, all staff contributed to the overall service by their participation on various library organisational teams. Librarians offered subject librarian services in all subject areas. Staff provided back up rotas on the Circulation and Information Desks and on the system backup team thus ensuring the continuation of services is without disruption.

The standard response time target to service activities ranged from immediate (at point of service) to next-day in the case of referral enquiries and re-shelving of material. Staff are to be commended in their achievement of these targets, particularly during the busy periods.

Ongoing training

Library staff participated in a range of training courses including induction for new staff, customer care, disability awareness, collection management, procurement, copyright legislation and supervisory management. Many of these were run by the Quality Promotion Office.

To date fifteen library staff have completed ECDL and six others are at various stages in the programme.

Staff professional activities

All staff were encouraged to participate in the wider information environment and the Library was represented on a number of library groups and committees at national and international level. These include the Rare Books Group of the Library Association of Ireland, The Cataloguing and Indexing Group of the Library Association of Ireland, LIR HEAnet User Group for Libraries, ALEPH User Group (UK & Ireland), Ex Libris Strategy Group, ANLTC (Academic and National Library Training Co-operative), CONUL (Consortium of National and University Libraries) and CHIU Librarians' Group.

Elaine Bean

Membership (s)

Committee member - NUIM Partnership Committee

Papers presented

'Partnership: the Maynooth experience', Irish National and University Library Staffs' Conference, 6-8 December, 2002, Dublin.

Mary Delaney

Membership (s)

Committee member - Irish Science Librarians' Group

Committee member - CONUL Working Group on Information Skills

Susan Durack

Membership (s)

Committee member - Irish National and University Libraries Staffs' Conference

Helen Fallon

Membership (s)

Member - Library Association of Ireland (LAI)

Member - LIR HEAnet User Group for Libraries

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

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

Other activities

Organised and chaired the LIR HEAnet User Group for Libraries annual seminar

Bernadette Gardiner

Membership (s)

Member - Focus on Interlending (FIL)

Paul Hoary

Member - Institute of Paper Conservation (IPC)

Member - Irish Professional Conservators and Restorers Association (IPCRA)

Member - Guild of Book Workers (GBW)

Mary Kearney

Membership (s)

Committee member - CHIU Working Group on e-Books

Committee member - IRIS Consortium Purchasing Group

Olive Morrin

Publications

Introduction to *Teresa Brayton: In an Irish twilight: an anthology of her poetry and short stories*. Kilcock: Teresa Brayton Heritage Group, 2002.

Pauline Murray

Membership (s)

Committee member - Acquisitions Group Ireland (AGI)

Elizabeth Murphy

Membership (s)

Member - Library Association of Ireland (LAI)

Member - Chartered Institute of Library and Information Professionals (CILIP)

Member - Friends of the Chester Beatty Library

Committee member - CONUL Sub-committee on Copyright and Regulatory Matters

Contact person - Policy on the Protection of the Dignity of Staff and Students

Agnes Neligan*Membership(s)*

Member - Library Association of Ireland (LAI)

Member - Chartered Institute of Library and Information Professionals (CILIP)

Member - CONUL (Consortium of National and University Libraries)

Chair - CHIU Librarians' Group

Member - SCOUNL (Society of College National and University Libraries)

Other activities

Organiser, IUISC conference, Killarney, 12-14 March, 2003

External examiner - IT Sligo (National Diploma in Business Studies and Library Services, Prague)

Linda Noonan*Membership (s)*

Member - Library Association of Ireland (LAI)

Member - ALEPH User Group (UK and Ireland)

Papers Presented

'NUI Maynooth Mobile Computing Project', paper presented at the Irish Universities Information Services

Colloquium (IUISC), Europa Hotel, Killarney, 12-14 March, 2003

Etáin Ó Siocháin*Membership (s)*

Member - Coiste na Gaeilge, NUI Maynooth

Member - Library Association of Ireland (LAI)

Member - Rare Books Group, Library Association of Ireland

Member - Meitheal, Library Association of Ireland

Valerie Payne*Membership (s)*

Member - Library Association of Ireland (LAI)

Member - Chartered Institute of Library and Information Professionals (CILIP)

Committee member - Acquisitions Group Ireland (AGI)

Publications

Editor, Kilcock and Districts Community Council. *Community Directory 2003*, Kilcock and Districts Community Council, 2003

Suzanne Redmond Malocco

'Maynooth's ePrint Archive', paper presented at Irish Universities Information Systems

Colloquium (IUISC), Europa Hotel, Killarney, 12-14 March, 2003

Valerie Seymour*Membership (s)*

Member - Rare Books Group, Library Association of Ireland

Member - CONUL Working Party on Legal Deposit

Member - CONUL Working Party on Theses

NUIIM Representative - Maynooth Action Strategy Steering Group

Secretary - CONUL/ALCID Committee on Co-operative Collection Management

Andrew Sliney*Membership (s)*

Member - Partnership Committee, NUIM

Louise Walsworth Bell

Member - Institute of Paper Conservation (IPC)

Penny Woods

Membership (s)

Secretary - Rare Books Group, Library Association of Ireland (LAI)

Committee member - Association of Church Archivists of Ireland (ACAI)

Committee member - CONUL Sub-Committee on Conservation and Preservation

Committee member - Preservation Microfilm User Group - Ireland (PMUGI)

'Evaluating collections', paper presented at the ACAI summer school on 4th July in the Mercy International Centre, Dublin

Library Policy Committee

Membership

Dr W.J. Smyth (Chairman)

Dr. J.J. Cleary

Mr P. Dalton

Dr S. Doyle

Dr C. Etchingham

Ms H. Fallon

Dr J. Twamley

Ms A. Neligan (Secretary)

Mr J. O'Connell

Students' Union Representative

Dr T. Ward

Dr R.O. Watson

Issues discussed

The Committee met on three occasions during the year. Items discussed included managing the cutbacks; copyright issues; revising opening hours; increasing fines; revising inter-library loan charges and joining SCONUL Research Extra.

Appendix 1: Library staff

Management Team

Agnes Neligan (Librarian) Helen Fallon (Deputy Librarian) Mary Kearney (Information Services Librarian)
Elizabeth Murphy (Reader Services Librarian) Linda Noonan (Systems Librarian) Valerie Seymour (Collections
Manager) Penny Woods (Librarian, Russell Library)

Executive Assistant

Sallyanne Knowles

Reader Services

Head of Section: Elizabeth Murphy replaced by Mary Delaney October 2002 – April 2003

Circulation

Staff: Elaine Bean, Valerie Dwyer replaced by Della Webb

Desk Assistants: Ailish Brady, Sara Campbell, John Duggan, Sinead McEneaney replaced by Bernadette Mellon,
Eileen Moore, Della Webb

Copy Centre

Ellen Farrell, Helen O'Connor

Shelving

Barbara Mullin (Supervisor), Malachy Conway, Joan Egan O'Reilly (from November 2002), Rose Eustace, Teresa
Hogan, Marie McEvoy (from November 2002), Breda Pierse

Inter-library Loans

Head of Section: Bernadette Gardiner

Staff: Patricia Harkin (half time)

Information Services

Head of Section: Mary Kearney (half time)

Staff: Mary Delaney replaced by Rónán Kennedy October 2002 – May 2003, Sandra Firth (half time)

Information Desk: Patricia Harkin, Rónán Kennedy, Pdraig Kirby, Anne O'Donoghue

Collections

Head of Section: Valerie Seymour

Special Collections

Staff: Susan Durack

Legal Deposit, Donations

Staff: Olive Morrin (half time)

Binding

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

Periodicals

Head of Section: Val Payne (half time)

Staff: Anne Lordan replaced part time by Eileen Quinn January – June 2003, and by Fiona Tuohy June 2003 onwards, Annette O’Dea (half time) replaced by Sara Campbell (half time)

Acquisitions

Head of Section: Pauline Murray

Staff: Sheila Larkin, Louise Saults, Carole Connolly (half time), Jacqueline Morrissey (half time)

Official Publications

Head of Section: Sandra Firth (half time) replaced by Rónán Kennedy September 2003

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

Bibliographic services

Head of Section: Andrew Sliney

Staff: Etaín Ó Siocháin, Regina Richardson (half time), Rónán Kennedy (part time), Rachel Hynes, Ailish Brady, Anumpma Kholi (voluntary)

Systems

Head of Section: Linda Noonan

Staff: Suzanne Redmond Maloco, David Cullen (part time)

Russell Library

Head of Section: Penny Woods

Staff: Celia Kehoe

Conservation

Staff: Paul Hoary (half time), Louise Walsworth Bell (half time)

Security

Staff: John Fortune, Michael Murphy

Appendix 2: Statistics

	2002/03	2001/02	2000/01	1999/00
Services				
Registered borrowers	7,000 (+1.6%)	6,889 (+2.8%)	6,698	6,493
Items borrowed	154,942 (-6.2%)	165,166 (+15.5%)	142,910	128,978
Items requested on inter-library loan	3,158 (-30%)	4,497 (+5.4%)	4,265	4,796
Items lent to other libraries	216 (-40%)	360 (+22%)	295	252
Enquiries	13,185 (+15%)	11,467 (-24%)	15,056	4,000
Student orientation and training	2,149 (+4%)	2,068 (+86%)	1,112	
Searches of online sources	208,119 (+2.4%)	203,299 (+1.6%)	200,000	97,965
Articles downloaded	58,320 (+108%)	27,963 (+39.8%)	20,000	6,939
Readers & visitors to the Russell	1,286 (+10.7%)	1,161 (+12.5%)	1,032	1,131
Photocopies made	1,726,426 (+14.7%)	1,505,199 (+28.5%)	1,171,111	1,151,836
Items reshelved	305,893 (+19%)	303,007 (+10.9%)	273,249	264,689
Study places				
John Paul II Library	680 (+1.6%)	669 (+6%)	631	611
Workstations, John Paul II Library	52 (+13%)	46	46	40
Russell Library	28	28	28	28
Arts Building	128			
Collection				
Books purchased	4,771 (-7.2%)	5,137 (+9.5%)	4,690	5,579
Books received on copyright	1,321 (-9.7%)	1,462 (+41.6%)	1,032	893
Irish Government Publications	2,740 (-1%)	2,768 (+25.3%)	2,208	1,748
Canadian Government Publications	66 (-72.5%)	240 (+51%)	159	225
European Documentation	621 (-21%)	787 (+14.3%)	688	230
Donations	893 (+52%)	588 (-5%)	618	986
Print periodicals purchased	860 (-1.8%)	876 (-7%)	941	1,094
Online periodicals	5,750 (+4.5%)	5,500 (+243%)	1,600	1,180
Periodicals received on copyright	685 (-11.5%)	774	774	970
Donations, Exchange	180 (-8.2%)	196 (-18%)	238	281
Volumes catalogued	7,262 (-7.2%)	7,821 (-15%)	9,184	10,436
Total stock	430,500 (+2.4%)	420,416 (+1.8%)	412,595	403,411
Expenditure				
Books	€60,814 (+6.4%)	€45,014 (+0.3%)	€44,270	€65,565
Print periodicals	€17,591 (-9.5%)	€50,556 (+1.4%)	€45,629	€27,592
Electronic information	€07,864 (-7.9%)	€25,581 (+127.6%)	€9,115	€72,565
Operating costs	€28,674 (+23%)	€48,482 (-19%)	€26,420	-
Total (including income):	€1,214,943	€1,169,633	€1,115,434	€665,722
Salaries	€1,539,046 (+8.7%)	€1,415,661 (+7.3%)	€1,318,516	€1,094,925
Total:	€2,753,989	€2,585,294	€2,433,950	€1,760,647