Contents

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.

NUI MAYNOOTH

Ollscoil na hÉireann Má Nuad

Overview

Staff were actively involved throughout the year preparing the Library's Self-Assessment Quality Review. The self-assessment report was completed in March 2004, followed by the external reviewers' visit in May. Disappointingly, the reviewers' report had yet to arrive by the end of the year.

Managing a growing collection when shelves are already full continued to be a challenge. Despite an ongoing programme of disposition and reshelving the situation continued to deteriorate. A number of welcome and valuable donations were received during the year, especially the Wakelyn donation of American history books. Without more space it will be very difficult to accommodate further donations within the Library.

The library budget was cut for the second year running. Expenditure on books and periodicals was not reduced. However, taking inflation into consideration this represented a real cutback. Savings were made in other areas of the Library. The planned upgrade of the library management system was postponed as was the urgent replacement of some student and staff laptops and PCs.

The onward march in the availability and use of electronic resources continued. This was facilitated by Phase I of the HEA/SFI funded initiative which provided access to many services and titles required by library users.

Another welcome development was the introduction of the reciprocal borrowing scheme SCONUL Research Extra which gives staff and research postgraduates borrowing facilities in most UK and Irish academic libraries.

My thanks to the library staff and the staff in service and academic departments for their co-operation and support throughout the year.

Agnes Neligan
Librarian
December 2004

Services

The year marked a change from the traditional academic year to one organised by semester. Together with modularisation, a focus on continuous assessment, project and group work, these changes were reflected in the pattern of library usage. The year saw a further increase in the use of electronic information, the introduction of e-books and an increase in the demand and provision for training in information skills.

Use of traditional services such as borrowing and inter-library loan remained static. Pressure on services was more evenly distributed throughout the academic year though March remained the busiest month. Pressure on student seating was reduced and there was only one week when lack of seating became an issue.

Use of the collection

156,554 items were loaned. This represented a slight increase on last year (0.5%). However, the number of audio-visual items borrowed increased by 20%.

The self-service borrowing facility was promoted twice during the year and, as a result, usage of the service improved by a third though this represented only 5% of loans. Feedback from users highlighted the unreliability of the service as being the main reason for the low usage. A major overhaul of the machine and a re-evaluation of the policies which determine the service were undertaken and it is hoped usage will continue to increase.

The extreme overdues arising from the 2002/03 academic year were processed. This resulted in 147 items requiring replacement at a total cost of almost €6,000.

The top priority in the 2003 library survey was for more copies of textbooks. Increasing the number of copies of textbooks was considered undesirable due to financial constraints and the need to develop as broad a collection as possible. Instead, it was decided to maximise availability by monitoring reservation or hold patterns. From March, a report on hold patterns was generated weekly and loan categories were adjusted accordingly.

Copyright continued to be a deciding factor in the development of the Reserve Collection with a two-third decrease in items added to the collection. The pilot project involving HERON, the one-stop copyright and digitisation service was evaluated. Overall, it did not prove to be a cost-effective solution.

The total number of items re-shelved was 305,884 which was the same as last year despite a further decrease in the number of hours worked by shelving staff.

e-Resources and services

In August the HEA and SFI announced an annual commitment of €4.5 million until 2008 in a joint initiative aimed at enhancing research facilities across Irish universities. The Librarians' Group of the Conference of Heads of Irish Universities (CHIU) co-ordinated this joint initiative. A subgroup, IReL (Irish Research electronic Libraries), was established to manage the project. The volume of work required by this initiative impacted greatly on the Information Services department during the year. The Library obtained access to an additional 1,500 new journals titles under Phase I as a result of the initiative. These included *Science*, *Scientific American*, Blackwell *Synergy STM Collection*, all titles of the Institute of Physics and additional titles from Springer and Kluwer publishers.

Access to the *Web of Knowledge* - including *Journal Citation Reports* and *Essential Science Indicators* was also successfully negotiated. Negotiations continued on Phase II which includes Wiley Interscience, Elsevier, Academic Press, *Nature* and forty-seven individual titles requested by SFI researchers.

The Information Services department continued to evaluate databases in co-operation with Subject Librarians and the relevant academic departments during the year. The two main databases trialed were the *English Short Title Catalogue* (*ESTC*) and *Classical Music Library*.

The use of both full-text databases continued to increase with almost 70,000 full-text items downloaded. The *Journal of Hydrology* was the most heavily used journal and *PsyInfo* recorded the highest increase in usage of almost 50%.

The trial of *Safari Tech Books Online*, a collection of computer science and business e-books, was evaluated and users were surveyed. Feedback was positive and it was agreed to continue with the service.

Spring, Summer and Autumn papers for 2004 were uploaded to ExPERT. This concluded the addition of papers to this version of ExPERT. Modularisation examination papers starting in January 2005 will be added to a redesigned version, ExPERT2. ExPERT will continue to exist in tandem with ExPERT2 for students to consult both current and past papers.

The Library continued its involvement with the Quality Promotion Office in establishing a VLE on campus. A member of Information Services staff was allocated time to assist in training teaching staff on uploading and managing material in MyVLE.

The webpages were continuously updated throughout the year by the Web Team. Following suggestions from staff and users self-service facilities were enhanced to include an online book purchase form and self-help guides. The currency of the web site is vital and this was achieved with the help of Periodicals, Information Services, Reader Services, Systems and Subject Librarians throughout the year.

Orientation and information skills training

Almost 1,000 incoming students attended orientation as part of the University's 'Programme for Registration and Orientation'. Special sessions were provided for over 200 students in consultation with the Mature Student Support Office and the Access Office. In all 84% of incoming first-year students attended library orientation.

Staff also contributed to a number of orientation programmes during the year including those provided to new university staff, postgraduates, researchers and international students. Over 2,000 students received training across a broad range of subject areas. The programme was reviewed to ensure its continued relevance for student needs.

Information Desk

The Information Services department designed and produced a number of visual self-help guides to aid students in their use of the library catalogue and other services. To address the issue of queues at the Information Desk various application forms were made available via the information stand and a post box was provided.

The Information Desk continued to provide library users with a valuable point of contact with their Subject Librarians and the number of subject-related enquiries almost doubled. There was a 12% increase in the number of general enquiries handled and a 189% increase in the number of enquiry cards submitted.

Access to other libraries

This was the first full year of the Library's involvement in the SCONUL Research Extra scheme (SRX) which gives reciprocal borrowing rights to participating SCONUL (Standing Conference of National and University Libraries) libraries in both Ireland and the UK. Almost forty staff and postgraduates availed of the scheme. The Library's membership of ALCID (Academic Libraries Co-operating in Dublin), allowing reading access to other similar libraries in Ireland, continued to be in high demand by taught postgraduates. Over four hundred users availed of the service. While TCD and UCD did not participate in the SRX scheme these libraries continued to greatly facilitate our users. TCD alone accounted for almost two thirds of referrals.

Copy Centre

The use of photocopiers increased by 16% from last year - a total of 2,066,365 photocopies were made, of which 26,946 were colour. Staff handled almost 6,000 queries.

Seating

The electronic seating reservation device designed in consultation with library staff by Dr. Tomás Ward from the Department of Electronic Engineering was piloted. The pilot involved 10 individual seats on level 2. Evaluation was limited as the pattern of seating occupancy changed when compared to other years, in that there was only one week when seating became an issue for library users.

Technically, the devices worked all year without requiring replacement batteries or any other form of maintenance. Shelving staff did observe users availing of the devices whereas the existing manual system did not appear to be used. Based on the experience during the week (10-14 May) when seating was an issue, the reluctance of users to use any booking system was noticeable. The situation will be continuously reviewed.

Inter-library loans

The Inter-Library Loan department received 3,116 requests during the year and a further 233 requests were received from other libraries. The number of requests submitted by staff reduced considerably while the number of requests received from undergraduates and postgraduates increased.

Secure Electronic Delivery (SED) was introduced on a trail basis (March-July) for staff and postgraduates. During this period a total number of 420 requests were delivered electronically to university e-mail accounts. The service proved to be very fast and efficient and extremely popular with some patrons. Most requests were received within 24/48 hours with the longest delivery taking 5 days. However, some technical difficulties were encountered and until these difficulties could be overcome patrons were offered a choice of delivery.

Collection Management

A number of important donations were received. In order to accommodate the donated materials large amounts of the existing collection had to be moved which was costly in time, money and effort. Given the existing space situation it will not be possible to shelve another large donation in the John Paul II Library, however valuable.

The major problem of shelving space formed a large part of our concern during the year. This lack is forcing us to consider unpalatable decisions so we can manage collections. The first part of a project to remove current periodical shelving was completed in the Science and Engineering section and while extra space was gained browsing of current issues is now less easy. Space to house the theses collection ran out and a suggestion to discontinue accepting minor theses was considered.

Acquisitions

A new library order form was made available in response to feedback from library users. It replaced the hardcopy order form and the newer web order form. This newer version can be used as an emailed 'PowerPoint' document, or as hardcopy and it is planned to make it accessible from the library web page.

The shelf-ready service was expanded to include books in Theology, Philosophy and Computer Science. Further refinements to this service continued to develop. Over one third of books received were shelf ready. To further speed up book acquisitions discussions took place with two main vendors to establish a service level agreement.

Donations

It was an excellent year for quality donations and about 3,000 books were added to stock. These included 1,400 volumes of American history donated by Professor Jon Wakelyn and 200 volumes of media studies donated by Kairos. Books were also donated by the Arts Council of Switzerland and the Swiss and Belgian Embassies.

The large collection of Rev Gerald Hanratty, Professor of Metaphysics at UCD, was donated to St Patrick's College. Cataloguing of selected material will be funded by St Patrick's College. Approximately 20 metres of periodicals which were on long-term loan were returned to the Royal Irish Academy.

Legal Deposit and Official Publications

More publishers than ever did not comply with the *Copyright Act, 1963*. 1,288 books were received but the output of Irish publishers was estimated to be well in excess of 2,000 items. The book budget is not sufficient, nor intended, to purchase the academic output of these non-compliant publishers.

In the absence of an Official Publications Librarian a contract cataloguer was employed. This resulted in a substantial increase in the number of Irish and European material added to the collection.

Periodicals

A review of the Science and Engineering, Social Science and Arts collections was completed. Titles of each department were listed with print, online and online/print prices and current online access detailed. Thus a full picture of online access for all our titles was achieved. This review coincided with the need to make savings to cover periodical price inflation as part of cutbacks. It was decided to make these savings without reducing the

overall number of titles. Departments were requested to consider online only access and cancelling print subscriptions where savings could be made. This led to the cancellation of 35 printed subscriptions. As a number of publishers began charging for online access which had previously been free with print a further 44 print titles were cancelled in favour of online only. 11 print titles were maintained with added online access.

Phase I of the IReL initiative gave access to many extra titles online, which we could not previously afford. The cost of material acquired through IReL, including existing print and online subscriptions, is ring fenced and titles cannot be cancelled without permission from the consortium.

In order to highlight the journals available online a yellow shelf label with E printed on it was placed against titles available online on the current and bound shelves. The shelf ends were also amended directing users to the Electronic Journals listing on the library's website.

The periodical binding budget was cut as in the previous year. A review of the titles to be bound was undertaken and tied in with the review of titles available online. Titles were not bound where there was an online equivalent but print only titles continue to be bound. Savings were also made in moving to cheaper binding.

Lack of space remained a major problem for the periodical collections. The change from print to online slowed down the growth rate but all shelves except Science and Engineering are now very tightly packed.

Bibliographic Records

Extensive development work towards creating a "New Books List" option on the catalogue, as requested by Library Survey respondents, was carried out by Systems' staff. It was concluded that the proposed solution would result in a delay in receipting procedures and was not adopted. Other alternative solutions are to be explored.

The authority library was installed in January giving authority records for 96% of the bibliographic library. For the library catalogue user, the authority database serves to standardise and de-duplicate catalogue headings (Author, Series, Subject, etc.).

The History Department contributed to the cost of a project cataloguer to enable the 2,000 volumes of the Wakelyn donation to be catalogued.

Work continued one day per week on cataloguing the Russell Library collection. A specification for new word indexes for older printed books was written and formats for display in the catalogue agreed.

The importation of approximately 5,000 *English Short Title Catalogue* (*ESTC*) records into the library catalogue was completed. These records comprise Russell Library holdings which the Library submitted to ESTC some years ago as paper records.

Exhibitions

A number of exhibitions were mounted in the John Paul II Library:
Risteard Ó Glaisne for Seachtain na Gaeilge, February 2004
Selection of our Library, literary, historical and technical publications for Quality Review, April 2004
From cover to cover: bindings preserved in the John Paul II Library 1850-2004, August 2004

Systems

Library Management System, ALEPH

In recognition of budgetary cutbacks and the workload associated with the Library's Quality Review it was decided not to upgrade to ALEPH version 15 as planned. However, considerable effort was devoted to the preparation for the next upgrade to version 16 planned for 2005.

Unscheduled power cuts were a problem and resulted in disruption to the service. In January, the Library was subjected to ten unscheduled power cuts due to overloading of the electrical supply to the building. On each occasion, the server required a manual re-start. In May a lengthy weekend power cut caused the server's UPS (battery backup) charge to completely deplete.

The Library joined the International Consortium of ALEPH Users (ICAU), which gives access to an Enhancements Requests database and input to the System Developments voting process. Systems' staff compiled and submitted library preferences for developments that will be reflected in ALEPH version 18 (2006).

SFX and MetaLib

The Library purchased both SFX and MetaLib. SFX is a link-server for academic information environments, based on the open-URL standard, and providing a solution for linking diverse sets of electronic resources. MetaLib is a library portal which incorporates SFX and facilitates personalised access to local and remote resources. Preparatory work began with a view to implementation in 2005.

Support issues

A Sun server support contract was signed with an external company,BCS, to cover hardware faults, operating system upgrades and routine server security management. General system administration duties including backup management, server log maintenance, and Oracle database issues continued to be managed by Systems' staff.

Thirteen new public access PCs and 3 staff PCs were purchased. Memory in 40 public PCs was upgraded. Hardware parts from decommissioned PCs were used to reconstitute some of the older public access PCs.

Virus removal generated a huge unscheduled workload in March and April as PCs were attacked by the Bagel virus and the Sasser worm. Systems staff dedicated a total of 115 hours to virus removal and protection upgrade.

Mobile Computing

Six new laptops were purchased for the wireless network bringing the total number of devices to 17. A total of 10,742 loans were recorded representing an overall loan increase of 72%. Each device was borrowed 632 times. Nine of the devices have been in service for three years and have each been borrowed on average 1,987 times.

ePrint Archive

43 users were registered and 77 documents have been submitted. The archive has attracted a lot of external interest, particularly from academic and library staff in other Irish universities. Site visits and demonstrations were provided for all interested parties.

Environment

Both the book and the periodical collections continued to be a concern in terms of lack of expansion space especially on level 2. Despite major relocation and disposition projects in recent years, this floor has reached crisis point again. Many areas were re-spaced in response to the addition of new material. These included Theology, Psychology, French, German and Spanish literature, History, Geography, Reference books; Science and Engineering periodicals and the audio-visual collection.

Repairs were carried out to the exterior of the Kildare Store. A swivel chimney was installed to reduce rainwater entering the building. Problems with the dehumidifiers were resolved. The Store is now full and the space to accommodate future transfers of books/periodicals from the John Paul II Library and new donations is limited. Material in the store continued to be little used, partially because some of the collection is not catalogued. Of the 54 items requested most were for back issues of periodicals.

Library staff office areas were re-designed to achieve a more efficient use of space. The restructuring brought Information Services staff and Systems staff together in their respective offices for the first time. This move proved to be highly effective for staff communication and greatly benefited staff morale.

Monitoring of the heating and relative humidity in the John Paul II Library, Russell Library and Kildare Store continued and again showed unacceptable extreme fluctuations.

Russell Library

The use of the collection increased by over a third, the pamphlet collection showing the most marked increase.

Cataloguing of the collection continued on a one-day a week basis. 310 items were catalogued. Areas covered were early bibliography, travel and four sections of Irish history. With the importation of the records of our English pre-1800 holdings, we now have sufficient records to create a separate Russell Library catalogue. The importance of the collection and the prestige it confers on both institutions, make an online catalogue a *sine qua non*.

Prior to the summer cleaning programme the entire book stock was inspected. Of 27,000 items examined, 78 (0.3%) showed signs of some activity, attributable to silverfish, spider beetles and an occasional woodworm. These books were frozen as a precaution. Insect traps were laid and inspected weekly to the end of the summer. An accurate picture of the bio-condition of library materials is building up.

The summer programme completed the cleaning of the reading room and foyer collections. Books were removed shelf by shelf, brush-cleaned to remove particulate dirt from covers and text-block edges. Any insect or severe structural damage was noted. Shelves were cleaned, disinfected and dry shelves were lined with mill-board.

Staff Professional Activities

Elaine Bean

- Membership (s)

Committee member, NUIM Partnership Committee

Committee member, HERON User Group

- Awarded FETAC Level 3 Certification – Supervisory & Management Skills

Mary Delaney

- Membership (s)

Committee member, Irish Science Librarians' Group

Committee member, CONUL Working Group on Information Skills

Committee member, CHIU Working Group on e-Books

- Papers Presented

Selecting / De-selecting electronic resources, paper presented at ANLTC course "Managing Electronic Resources", NUI Galway, 19 May 2004

Susan Durack

- Membership (s)

Committee member, Irish National and University Libraries (INULS)

Helen Fallon

- Membership (s)

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

Committee Member, LIR HEAnet User Group for Libraries

Member, Library Association of Ireland (LAI)

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

- Publications

Conducting a library survey using the Libra package*, Sconul Newsletter,* 29, Autumn 2003, p11-13

Look back and wonder: reflections of a VSO librarian*, Library and Information Update*, 2(10), 2003, p50-51

Comparing world englishes: a research guide*, World Englishes,* 23(2), 2004, p309-316

- Conference Papers/Presentations

The Information needs of education developers: results of a survey and recommendations. Paper presented at the AISHE (All Ireland Society for Higher Education) Conference, Dublin, 2-3 September 2004.

Increasing access to journal literature. Paper presented at the DIT E-Learning Week, Dublin, 24 June 2004.

Electronic journals: current trends and future directions. Paper presented at the LIR HEAnet User Group for Libraries Seminar, Dublin 26th March 2004

Bernadette Gardiner

- Membership (s)

Focus on Interlending (FIL)

Member, ALEPH User Group - UK and Ireland

Mary Kearney

- Membership (s)

Committee member, IRIS Consortium Purchasing Group

Committee member, IReL Sub-Group

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)

Committee member, CONUL Working Party on Copyright

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)

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

Member, IReL (Irish Research electronic Libraries)

Secretary, CHIU Librarians' Group

Linda Noonan

- Membership (s)

Member, Library Association of Ireland

Member, ALEPH User Group - UK and Ireland

Etaín Ó Siocháin

- Membership (s)

Member, Coiste na Gaeilge, NUI Maynooth

Member, Library Association of Ireland (LAI)

Valerie Payne

- Membership (s)

Member, Library Association of Ireland (LAI)

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

Committee Member, Acquisitions Group of Ireland (AGI)

- **Suzanne Redmond Malocco**

Membership (s)

Member, Steering Committee for Technical Staff Development

- Conference Papers/Presentations

Maynooth's ePrint Archive Paper presented at the DIT E-Learning Week, Dublin, 24 June, 2004.

Regina Richardson

- Membership (s)

Member, Library Association of Ireland (LAI)

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

Representative of NUI Maynooth on Maynooth Action Strategy Steering Group

Andrew Sliney

- Membership (s)

Member, NUI Maynooth Partnership Committee

- Awarded FETAC Level 3 Certification – Supervisory & Management Skills

Penny Woods

- Membership (s)

Secretary (to January 2004) and Committee member, Rare Books Group, Library Association of Ireland (LAI)

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

Committee member, Preservation Microfilm Users' Group, Ireland (PMUGI)

- Conference Papers/Presentations

Treasures of the Russell Library, illustrated lecture to ACAI, Mercy International Centre, Dublin, 23 January 2004

Irish continental archives and artefacts in Maynooth, paper delivered at a conference, 'Recusant Archives and Remains from the Three Kingdoms: 1560-1789', Downside Abbey, 23-24 June 2004

- Publications

'Bernard Routh, Jesuit and writer (1695-1768)' Article in the *Oxford Dictionary of National Biography,* OUP, 2004

Library Policy Committee

Membership

Dr W.J. Smyth (Chairman)

Dr J.J. Cleary

Mr P. Dalton replaced by Mr M. O'Malley

Dr P. Denman

Dr S. Doyle

Ms H. Fallon

Mr G. Healey

Ms A. Neligan (Secretary)

Mr J. O'Connell

Dr T. Ó Dusláine

Dr J. Twamley

Dr T. Ward

Issues discussed

The Committee met on three occasions during the year. Items discussed included restrictions on the Reserve Collection due to the delay in negotiations for a copyright licence; the poor state of the Kildare Store; the return of Irish manuscripts to Armagh; budget cutbacks; the library survey; the introduction of SCONUL Research Extra and IReL, the HEA/SFI funded electronic journal initiative.

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 in charge, Russell Library)

Executive Assistant

Sallyann Knowles

Reader Services

Head of Section: Elizabeth Murphy

Circulation

Staff: Elaine Bean replaced by Patricia Harkin in January, Della Webb replaced by Emma Boyce in August

Desk Assistants:

Jerome Baudel, Elizabeth Fisher, Niav Keating, Bernadette Mellon, Eileen Moore, Arnaud Tagnachie. Back-up staff: Malachy Conway, Barbara Mullin, Helen O'Connor, Carole Connolly, Rachel Hynes, Olive Morrin, Jacqui Morrissey, Fiona Tuohy

Copy Centre Assistants:

Ellen Farrell, Helen O'Connor. Back-up staff: Jerome Baudel, Eileen Moore, Barbara Mullin.

Shelving:

Barbara Mullin (Supervisor), Malachy Conway, Rose Eustace, Teresa Hogan, Breda Pierse, Joseph Higgins (November – December). Back-up staff: Niav Keating, Helen O'Connor

Inter-library loans

Head of Section: Bernadette Gardiner

Staff: Patricia Harkin (half time)

Information Services

Head of Section: Mary Kearney (half time until December 2003, full time from January 2004)

Staff: Mary Delaney, Rónán Kennedy (half time from October to December 2003), Elaine Bean (from January 2004 onwards)

Information Desk Assistants:

Patricia Harkin (October to December), Eileen Moore (January to June), Ann O'Donoghue, Eileen Quinn (January to June), Rosemary Warner, Della Webb (January to June)

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: Rónán Kennedy (to December 2003), January 2004 - vacant

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 – October to December), Rachel Hynes, Ailish Brady (part time - June to September), Anupma Kholi (part time - March to June), Eileen Moore (part time – July to September)

Systems

Head of Section: Linda Noonan

Staff: Suzanne Redmond Maloco, David Cullen (part time) replaced by Damien Gallagher (part time) in September 2004

Russell Library

Head of Section: Penny Woods

Staff: Celia Kehoe

Conservation

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

Website Maintenance

Webmasters: Ronan Kennedy (part time, October 2003 to December 2004). Val Payne (part time, January 2004 onwards).

Staff: Elaine Bean (part time, July 2004 onwards); Jean Kane (part time, July 2004 onwards)

Security

Staff: John Fortune (to July 2004), Michael Murphy

Appendix 2: Statistics

	2003/04	2002/03	2001/02	2000/01	1999/00
Services					
Registered borrowers	7,000	7,000	6,889	6,698	6,493
Items borrowed	156,554	154,942	165,166	142,910	128,978
Items requested on inter-library loan	3,116	3,158	4,497	4,265	4,796
Items lent to other libraries	233	216	360	295	252
Enquiries	18,706	13,185	11,467	15,056	4,000
Student orientation and training	3,245	2,149	2,068	1,112	1,188
Searches of online sources	147,665	208,119	203,299	200,000	97,965
Articles downloaded	73,398	58,320	27,963	20,000	6,939
Readers & visitors to the Russell	1,502	1,286	1,161	1,032	1,131
Photocopies made	2,066,365	1,726,426	1,505,199	1,171,111	1,151,836
Items reshelved	305,884	305, 893	303,007	273,249	264,689
Study places					
John Paul II Library	680	680	669	631	611
Workstations, John Paul II Library	52	52	46	46	40
Russell Library	28	28	28	28	28
Arts Building	128	128	128	128	128
Collection					
Books purchased	4,724	4,771	5,137	4,690	5,579
Books received on copyright	1,288	1,321	1,462	1,032	893
Irish Government Publications	3,203	2,740	2,768	2,208	1,748
European Documentation	589	621	787	688	230
Donations	3,000	893	588	618	986
Print periodicals purchased	732	860	876	941	1,094
Online periodicals	8,640	5,750	5,500	1,600	1,180
Periodicals received on copyright	768	685	774	774	970
Donations, Exchange	190	180	196	238	281
Volumes catalogued	8,164	7,262	7,821	9,184	10,436
Total stock	442,500	430,500	420,416	412,595	403,411
Expenditure					
Books	€278,541	€260,814	€245,014	€244,270	€265,565
Print periodicals	€366,744	€317,591	€350,556	€345,629	€327,592
Electronic information	€163,005	€207,864	€225,581	€99,115	€72,565
Operating costs	€363,396	€428,674	€348,482	€426,420	€266,916
Total (including income):	**€1,171,686**	**€1,214,943**	**€1,169,633**	**€1,115,434**	**€932,639**
Salaries	€1,645,396	€1,539,046	€1,415,661	€1,318,516	€1,094,925
Total:	**€2,817,082**	**€2,753,989**	**€2,585,294**	**€2,433,950**	**€2,027,564**