



Cluain Mhuire Library Review

2007



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Methodology

While Cluain Mhuire is the direct responsibility of the Dublin Road Campus library, it was decided to produce a separate report for clarity purposes. It is a separate building and it has separate issues and processes. A separate report would highlight these issues.

The Institute Librarian is responsible for Cluain Mhuire library and the Assistant Librarian acts as a liaison between both libraries on an operational basis. The librarian mainly compiled this report with input from the staff in Cluain Mhuire and the Assistant Librarian.

The review team were also asked for their opinions and they helped with the editing of the document. Catherine McTigue produced the SWOT analysis of Cluain Mhuire library as well.

More informal in nature, the report was compiled by requesting information from Cluain Mhuire staff, asking for clarification and taking all opinions on board. Work was conducted via email, phone and informal meetings.

A lot of information was duplicated and where that occurred it was decided to insert the heading with a request to refer to the Dublin Road Campus library report. A first draft was prepared and circulated to the team members and the staff in Cluain Mhuire library. Having received feedback, and then edited it was circulated to all library staff for their opinion.

As had been the case with the Dublin Road Campus library, the submission date proved to be very ambitious and it was the middle of October before the report was handed over to the Quality Assurance Officer. Two reports to produce proved to be a very onerous task on top of the daily operation of the library and it also spanned the busiest time of the year for both libraries. Staffing was also a constant issue that had to be dealt with.

This report has also been a worthwhile exercise as it has focused our attention of the processes and workflow involved in Cluain Mhuire. It too has generated a number of valid recommendations going forward and these are detailed in the Executive Summary of this report.

Executive Summary

The period under review covers 2002-2007 and it is the current library building of which we write as it was opened in 1998. It was also the period when the Chapman Flood Mazaars report on staffing structures came to fruition and the present staff were upgraded in 2002.

To summarise the report; it follows the same format as the Dublin Road Campus report. Chapter one describes the physical facilities of the library and the inflexibility and lack of office space that curtails a lot of the work that should be carried out in Cluain Mhuire.

Moving on from there, chapter two looks at the organisational structure of the library, the opening hours and the working structure around which the library operates.

Planning is very much the same as the Dublin Road Campus with an extra paragraph describing the liaison that exists between both libraries.

Library services are discussed in chapter four and figures are provided to illustrate the circulation transactions that take place on a yearly basis. Interestingly enough, the transactions are often higher than in the Castlebar library and the staffing structure is much smaller.

Chapter five discusses the management of resources and the operation of the library budget. Detailed figures are given to examine the library budget in detail.

A SWOT analysis is listed in chapter six with a brief summary of the strategies to be employed to deal with issues going forward.

Finally, the recommendations arising from this report are presented at the very end.

Recommendations

A new wheelchair accessible library standing on one level should be planned for as a matter of urgency.

The new building must have sufficient staff office space with adequate workrooms, toilette facilities, kitchenette, group study rooms, multimedia facilities and state of the art facilities for people with special needs.

A staffing review should take place and a staff structure implemented according to the most recent benchmarking guidelines laid down.

Cluain Mhuire library to be allocated a separate and sufficient budget to meet its needs in order to fulfil its potential.

Library income should be returned to the library to finance relevant resources.

Extend opening hours subject to sufficient staffing, funding and a new library.

Funding to be provided for a black and white photocopier, card dispenser and colour printer.

Funding also to be made available for the purchase of Grove Art online dictionary as it provides full text access to art history.

Microsoft Office to be installed on all PCs. All PCs to be attached to a network printer and funding to be made available for it.

A student shelver to be employed to assist with tidying and arranging books on the shelves

Finally, to embed PMDS to facilitate staff development and enhance the library service for all its users.

Introduction

Cluain Mhuire formerly belonged to the Redemptorist order of Catholic priests who set up house there in 1938 having purchased it from Colonel Pierce Joyce at Wellpark, Galway. It was founded as a House of Studies because of its proximity to UCG and because the building in Esker in Limerick was unable to accommodate the growing numbers of brothers and students. The original architect was Mr. Coleman of Messrs Ashlin and Coleman of Dublin and the contractor was Stewarts of Galway. The building was completed in 1940 and its first students arrived on the 29th August 1940 to begin their training for the priesthood. By 1968, however, vocations had declined, and the building was becoming too large to manage and sustain itself. A decision was made to transfer all the seminarians to Dublin and the house was used for retreats thereafter. By 1988, again with a further decline in vocations, the Redemptorists were unable to run such a large establishment and they closed its doors in 1990. It was sold to Galway County Council and GMIT purchased it in 1995 to establish an Art College and so began the transition of Cluain Mhuire into a secular third level educational institution.

Facilities in the Dublin Road Campus were becoming inadequate to house the Department of Art and Design and with the purchase of Cluain Mhuire in 1995, the department was moved to this separate building encompassing 7500m². The building was originally constructed from masonry, steel and concrete and much of the upper floors consisted of cellular bedrooms housed in long corridors. As they were unsuitable for academic purposes, much of the renovation centred around the removal of load bearing walls to facilitate the provision of larger classrooms and studios. The architects awarded to renovate the building were De Blacam & Meagher Architects from Dublin.

By November 1997 a library was temporarily established in Cluain Mhuire and 4,000 art books were moved down from the Dublin Road Library. 33 journals were also transferred to Cluain Mhuire. The room was small measuring 40sq. m. and there were no computer or IT facilities. Seating capacity consisted of fourteen study spaces. The Browns system was used for circulation and staff worked under very spartan conditions.

A new library was constructed within the existing Cluain Mhuire building and this opened for business in December 1998. It occupies a space of 450sq. m. and consists of five levels accessed by a spiral timber staircase made of Irish oak in an open plan design. Abundant use of timber is evident throughout and an ecclesiastical theme, reminiscent of its former days is continued with the pointed arches encompassing the seating accommodation on the upper levels. Low ceilings adorn each level and timber book shelving is integrated into the walls. The shelving is flexible however, as they can be moved up or down to allow for varying book sizes.

At present there are 550 students in Cluain Mhuire and the courses on offer consist of Art & Design, both full time and part time courses, Film & TV, Fine Art, and Design in Textiles. Painting, printmaking, sculpture, textiles and ceramics form part of the Art & Design course. All courses come under the School of Humanities, which has two departments. The Department of Art & Design /Film & TV is based in Cluain Mhuire and the Department of Humanities is based in the Dublin Rd campus run in association with the Western Theological Institute and it offers two courses: Heritage Studies and Theological Studies and Business Practice. The newly appointed Head of School of Humanities is Mary MacCague and the Acting Head of Department of Art & Design is Michael Dempsey.

Chapter 1.

Physical Facilities.

1.1 Physical Description

Occupying 450sq.m. the Cluain Mhuire Art Library provides 150 seats spread out over five levels. The original brief advised a one level building to take account of staffing resources and wheelchair access, however this was decided against by the design team. While very visually and aesthetically pleasing, the building itself is not very functional for staff and users and wheelchair access is sadly lacking. Access to all five stories is via the spiral timber stairway, which is narrow and very noisy. Each level is characterised by a very narrow passageway allowing insufficient space for two users to pass by each other. Ceilings are low and claustrophobic. Staff have to carry books up the stairs to shelve them in their appropriate shelves. There is no lift or pulley in place to alleviate this health and safety hazard and staff are reporting repetitive strain injuries.

1.2 Disability Access

The library has one main entrance on the ground floor and security is provided by means of a 3M-security gate. However, the entrance does not allow for wheelchair access. A door on the third floor has to be opened to permit access to a student with mobility needs and this has to be arranged in advance. Care has to be taken that the door is locked when the student leaves the library. There is no wheelchair access internally in the library to all the different levels as access is only via a narrow spiral staircase as mentioned earlier. There is no elevator available in the library.

Part of the corner on the top floor is currently cordoned off by means of partitions and temporary doors to allow wheelchair access for students who need to attend class along the length of the corridor on the top floor. Access via the library is the only way this could be achieved. While solving an access issue for academic purposes it has further exacerbated access for library users around this floor in the library. While the general book stock is not shelved in this floor as yet it is an ideal location for student study. Over time the book stock will move up to this floor, as space becomes a problem.

1.3 Office Space

There is no office space for staff in Cluain Mhuire library. The only staff space available is the main information desk where all processes are carried out. All library work is carried out at this desk and it accommodates two staff members. Staff have to answer telephone enquires, count money, issue and return books and answer information queries from this desk. As a result the library is noisy and sound travels right throughout the library making study very difficult for library users. It is not conducive to exam study.

There is no space for book processing or security tagging. Staff cannot tag books in front of library users for security purposes. All Cluain Mhuire orders are processed in the Dublin Rd campus as well as the cataloguing and processing of books. Materials have to be transported down to Cluain Mhuire upon completion. Ideally these tasks should be performed in Cluain Mhuire by Cluain Mhuire staff but due to lack of office and workroom space it is impossible to do so.

There is no secure area in the library in which staff can count the library cash and this presents security issues. To alleviate this risk in some way, staff request the use of one of the admin offices when carrying out this task.

Set against the benchmarking standards as laid down by the Library Association Colleges of Further and Higher Education Group UK regarding office space the Cluain Mhuire is sadly lacking as the following table illustrates:

Description	Benchmark	Cluain Mhuire Library
Assistant Librarian Office Reader Services	10sq.m	0
Reader Services Workroom	20sq.m relative to staffing	0
Acquisitions/Cataloguing Workroom	20sq.m relative to staffing	0
Information Desk Ground Floor	30sq.m	14' 4" x 2' 11"

Table 1

1.3.1 Kitchenette Space

There is no kitchenette or toilet facilities in Cluain Mhuire and because there are only two staff members including one porter, staff do not take a break. Employment legislation requires staff to take a break after 3.5 hours or more. At lunchtime, only one staff member is on with the porter and the other staff member has to go out to the college canteen or out of the building. If a kitchenette space were provided staff would have the option of staying in the library and would be in close proximity if a problem arose. It would also greatly facilitate staff facilities during evening time openings.

1.4 Equipment

The following is a list of all the equipment in Cluain Mhuire library.

Physical Facilities in Cluain Mhuire Library	Statistics
Space	450sq.m
Total Seats	150
Books	12480
Periodicals	59
PCs	9
Printers	2
Colour copier	1
Infiner card reader/copy card dispenser	1
Sensitiser	1
Phone	1
P-Touch Machine	1
DVD Player	1
Smart label printer	1
Trolley	1
Books Returns Box	1

Table 2

Journals increased from 27 in 1997 to 59 in 2007. A full listing of print journals is available in appendix A.

1.4.1 Photocopiers

A new colour photocopier was purchased for the library during the summer of 2006 and it has proved to be well used and popular. It is essential for Art & Design students. At present there is no black and white copier as there is no space for it in the library. A black and white copier is located in the foyer but it is not the property of the library. It is poorly serviced and this impacts on the library as students come to use the colour copier in the library for black and white copies. It is also proving very costly for users as black and white copies are charged the same as colour copies, .60c per page.

1.4.2 IT Facilities

There are seven PCs for students and two PCs for staff members. A laptop, Millennium enabled, is also available for staff as a backup in the event of problems with the PCs.

Students have access to the internet and all library electronic resources. Microsoft Office is not available on these PCs and there are no printers available for library users. Staff have access to two printers. A networked printer originally installed became very troublesome and ceased working entirely. Two recycled local printers from the Dublin Rd library were then installed. Staff have access to Microsoft Office and Windows 2000 is the operating system on all the PCs.

A specially dedicated PC consisting of a scanner and the Kurtzweil software application caters for people with special needs.

Chapter 2. Organisation

2.1 Organisational Structure of the Library

There are two permanent library staff members in Cluain Mhuire library at Library Assistant 2 Grade IV level in addition to a library porter who works fifteen hours per week. They report directly to an Assistant Librarian in the Dublin Rd campus who acts as a liaison person for Cluain Mhuire who in turn reports directly to the Institute Librarian. The latter has direct responsibility for Cluain Mhuire Library. The Librarian reports to the Registrar of the Institute and she is a member of the Management Committee and an ex officio member of the Academic Council.

The library strategic plan also encompasses Cluain Mhuire Library and it is with this plan in mind that the library seeks to implement its plan. Staff in both libraries cooperate very closely and cover is provided by the Dublin Rd campus when required.

2.2 Staffing

In 1997 when the art library moved to Cluain Mhuire, only one temporary library assistant, Teresa Keane was employed to run the library. To assist Teresa, a student shelver, Veronica Casserely was appointed for three hours initially increasing to four hours and this arrangement existed until May 1998. Another student shelver, Greischa Raffin also did two hours per week from January 1998 to May 1998. There were no shelvers employed during the summer months. In October 1998 to May 1999 Jennifer Cunningham was appointed as shelver for four hours per week.

From 1998 Teresa Kennedy was sent down from the Dublin Rd campus to work a number of hours on a part time basis. Other members of the Dublin Rd campus helped out as needed.

1999 onwards Teresa Kennedy was appointed full time to the Cluain Mhuire library and in 1999 also Bill Derenzy was appointed as porter. No other shelvers were appointed after this time.

As art books are heavy and cumbersome and art students are heavy users of the library, books are difficult to keep tidy. A student shelver should be employed to assist the library attendant with this task.

2.2.1 Chapman Flood Mazaars

With the staffing review in 1999 by Chapman Flood Mazaars, Cluain Mhuire library were allocated two Library Assistant 2 grade IV positions. Teresa Keane and Teresa Kennedy were appointed to these posts in 2002.

The following table clearly illustrates the staffing situation in Cluain Mhuire Library at present:

<i>Description</i>	<i>Grade</i>	<i>Quantity</i>	<i>Permanent/Temporary</i>	<i>Pre 2002</i>	<i>2002-</i>
Library Assistant	III	1	Temporary	1	0
Library Assistant 2	IV	2	Permanent	0	2
Porter		1	Temporary	1	1

Table 3

Based on the benchmarking figures from the Library Association Colleges of Further and Higher Education Group UK the ratio of library staff to FTE students should be 1:200 with professional to non-professional staff standing at 2:3. Based on Cluain Mhuire's full time students of 550 this would mean the library requires an extra non-professional library staff member working a minimum of 20.5 hours. A professional staff member in the Dublin Rd provides cover every Monday morning for 3.5 hours. It would also require an extra full time professional library member. This is the very minimum required and it does not include technical or attendant staff.

Taking the above figures into consideration the following structure should be in place at the very minimum:

<i>Description</i>	<i>Grade</i>	<i>Quantity</i>
Assistant Librarian	VI	1
Senior Library Assistant	V	1
Library Assistant 2	IV	2
Library Assistant 1	III	20.5 hrs
Library Porter		1

Table 4

2.2.2 Staff Changes

Teresa Keane (Library Assistant 2 Grade IV) retired in August 2007. Her post is now filled in an acting capacity until recruitment can take place and her position filled in a permanent capacity.

2.3 Organisational Chart

The organisation chart below illustrates the organisational structure of Cluain Mhuire at present:

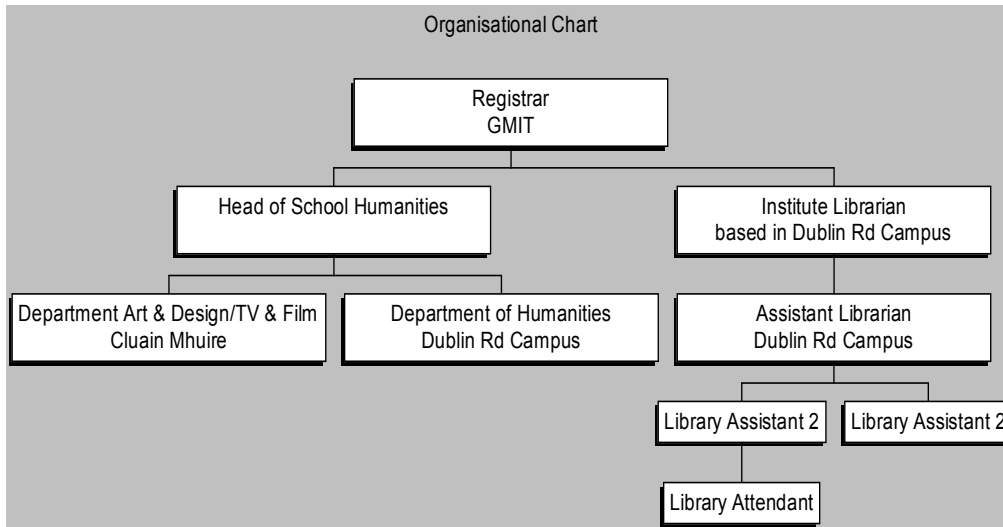


Figure 1

2.4 Opening Hours

The library opens 43.5 hours per week including lunchtime, a considerable achievement considering staffing levels. During the vacation period the library closes at 5.00pm Monday to Thursday and 1.00pm on Friday. The following times are during term time.

Day	Time
Monday	9.30am - 7.30pm
Tuesday	9.30am - 6.00pm
Wednesday	9.30am - 6.00pm
Thursday	9.30am - 7.30pm
Friday	9.30am - 4.00pm

Table 5

The porter works 15 hours per week:

Day	Time
Monday	4.00pm - 7.30pm
Tuesday	3.00pm - 6.00pm
Wednesday	3.00pm - 6.00pm
Thursday	1.00pm - 7.30pm

Table 6

There have been numerous requests from academic staff in Cluain Mhuire to increase the evening opening hours on Monday and Thursday to accommodate the part time students but due to staffing restrictions it is impossible to do so. By increasing the staffing to one Library Assistant 1 Grade III for 20.5 hours a week and the porters hours by two, it would be possible to extend the evening opening hours to 8.30pm on both evenings. It would also provide cover for lunchtimes and ensure that there would be two staff members on at lunchtime when it can get quite busy.

2.5 Work Structure

As mentioned earlier, due to staffing and office space restrictions a lot of the processes are completed in the Dublin Rd campus. This includes all acquisitions, serial ordering, cataloguing, book processing, interlibrary loans, electronic resourcing and systems administration. Staff in Cluain Mhuire provide a very personal service to all library users and have been regularly commended by the users for all their assistance and helpfulness. Staff concentrate on circulation, receipting serials, stock organisation, shelving, copying assistance, information gathering and information queries. There is no elevator or pulley in place to alleviate the arduous strain of carrying books up four or five flights of stairs. The buildings office has agreed to install a pulley but this has been promised for many years now. The present design of the building is not conducive to library work and places the service at a considerable disadvantage.

With an increase in staffing to include an Assistant Librarian and a Senior Library Assistant it would be possible to move all of these processes down to Cluain Mhuire. This would be more beneficial in the long run as services would be provided in a more timely fashion. A dedicated staff concentrated in Cluain Mhuire would be more familiar with the needs of its users and they would network more closely with the other staff in the campus. It would be more cohesive and self-contained and it would greatly benefit the entire service to the student. It would also alleviate the need for the Dublin Rd campus to provide cover except in exceptional circumstances.

To increase the staff in Cluain Mhuire it will be necessary to increase office space to accommodate more staff and also to accommodate more library processes. As well as staff offices it will be necessary to construct a workroom of sufficient size to accommodate library business. As the existing building is inflexible and there is no space available in any of the Cluain Mhuire building a new green field library site should be seriously considered. Plans for a music school have been put forward for Cluain Mhuire and a music library will need to be set up to support this course. While there are plans to extend the existing library (see appendix C) for a music library it would make more sense to build an entirely new library instead. The existing library is inflexible, lacking in office and workroom space with no wheelchair access and very

little room in which to work and study. Shelves are filling up and soon the fourth and fifth floors will have to accommodate the growing book stock. Art books cannot be withdrawn or weeded out as in other libraries as they do not go out of date. Space will be at a premium. The library will not be able to sustain itself and proactive planning needs to take place now.

Chapter 3

Planning

3.1 Mission Statement *(See Dublin Rd report)*

3.2 GMIT Library Plan *(See Dublin Rd report)*

3.3 Methodology used to compile Strategic Plan *(See Dublin Rd report)*

3.4 PMDS *(See Dublin Rd report)*

3.4.1 Team Development Plan *(See Dublin Rd report)*

3.5 Targets completed *(See Dublin Rd report)*

3.6 Performance Measurement *(See Dublin Rd report)*

3.7 Library staff opinion on PMDS *(See Dublin Rd report)*

3.8 Information Skills Module *(See Dublin Rd report)*

3.8.1 Information Skills Module Pilot *(See Dublin Rd report)*

3.9 Liaison

The Assistant Librarian works in Cluain Mhuire every Monday morning from 9.30am – 1.00pm and reports back to the Institute Librarian regarding matters arising. The Librarian goes down to Cluain Mhuire on a regular basis for meetings with the staff in Cluain Mhuire and the staff in Cluain Mhuire are always invited to staff meetings in the Dublin Rd campus. Issues are dealt with in this way and minutes are circulated to staff in both campuses. A lot of informal discussion also takes place via phone calls and emails. There is very close cooperation in both campuses and both staff members in Cluain Mhuire originally worked in the Dublin Rd campus.

Cluain Mhuire contributes to both the Library Newsletter and the Library Staff Newsletters. Samples of both are attached to this report.

Chapter 4. Library Services

4.1 Services (See Dublin Rd Report)

4.3 Circulation (See Dublin Rd Report)

4.3.1 Charges (See Dublin Rd Report)

4.3.2 Circulation figures for past five years

The following chart illustrates the number of issues and returns for the past five years:

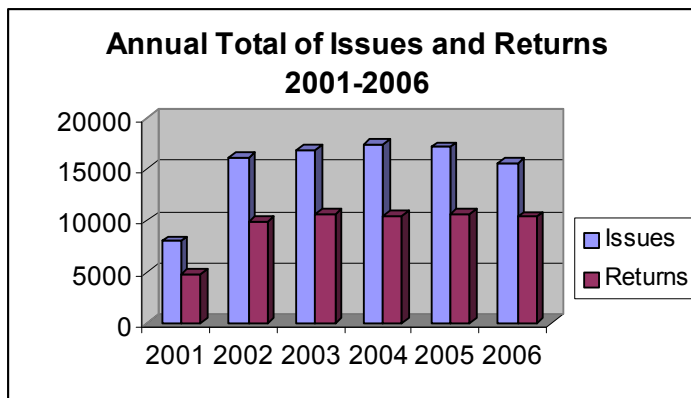


Figure 2

The above chart is based on figures from the following table:

	2001	2002	2003	2004	2005	2006
Issues	8003	16171	16879	17422	17135	15630
Returns	4810	9929	10693	10501	10634	10380

Table 7

As in the Dublin Rd campus the decrease in 2005 is counter balanced by an increase in usage of the online resource Art Abstracts as the following figures suggest, but it must be noted that in 2006 it indicated a decrease:

2004	2005	2006
416	1704	267

Table 8

4.4 Book stock

The Cluain Mhuire book stock consists of 12,515 items categorised as per the following table:

Material Type	Count
On Order	63
Audio visuals	331
Careers	11
Desk Reserve	1212
Fiction	255
French	17
Gaeilge	11
General	9147
Government Publications	24
German	10
Language books	27
Not to be taken away	160
Reference	195
Exam paper	1
Short loan	130
Spanish	2
Withdrawn	2
WTT reference	213
WTT Special Collection	2
WTT Short loan	631
WTT general	71
Total	12515

Table 9

It also has access to the book stock of all the campus libraries totalling 106,623 items. Word of mouth suggests that the book stock in Cluain Mhuire library is considered one of the best collections of art books outside the National College of Art & Design. The academic staff and library staff are very active at continually ordering and updating the library material.

No inventory has been carried out in Cluain Mhuire as yet but it has been decided to wait until the entire inventory of the Dublin Rd is completed before it is rolled out to Cluain Mhuire. This will be very beneficial in the long run as the lessons learned will be a valuable experience and the Cluain Mhuire inventory will be more efficiently run as a result.

4.5 Journals

The library subscribes to 59 journals, a list of which is available in appendix A. Current journals are boxed just inside the main door and due to the poor layout and design of the library it is impossible to display them in appropriate journal shelving. Back issues are boxed and shelved on the second floor. As in the Dublin Rd library, journals in high demand are bound and shelved in the appropriate area of the library. Due to the nature of the courses in Cluain Mhuire, usage of the journals is quite high.

The following is a breakdown of the cost of journals in Cluain Mhuire over the past four years:

Year	Amount
2003	5026.22
2004	4785.06
2005	3888.24
2006	5644.36

Table 10

4.6 Electronic Databases

Art Abstracts is the main database used by Cluain Mhuire users. As the name suggests it is an abstracting database and does not offer full text. This would account for decreasing usage figures as students prefer full text. Blackwell Synergy is another database that can be used by art students as it gives access to three full text journals relevant to art. The Grove art online dictionary, while primarily a dictionary gives full text access to the history of art and should be considered for purchase should funds become available. Cluain Mhuire students and staff have the same access to electronic resources as the Dublin Road campus as the network extends to Cluain Mhuire. A colour printer should also be considered as it is essential for art students to be able to print in colour. Funding should be made available to purchase a colour printer.

In relation to funding the cost of Art Abstracts in 2007 was €6,106.78 and for Blackwell Synergy it was €4,067.33.

- 4.6.1 Consortiums** *(See Dublin Rd Campus report)*
- 4.6.2 Budget breakdown for databases** *(See Dublin Rd Campus report)*
- 4.7 Interbranch loans** *(See Dublin Rd Campus report)*
- 4.8 Interlibrary loans** *(See Dublin Rd Campus report)*
- 4.8.1 Interlibrary loan charges** *(See Dublin Rd Campus report)*
- 4.8.2 Inter Library loan statistics** *(See Dublin Rd Campus report)*
- 4.8.3 Inter Library Loan Suppliers** *(See Dublin Rd Campus report)*
- 4.8.4 Subito** *(See Dublin Rd Campus report)*
- 4.9 Interlibrary loan users** *(See Dublin Rd Campus report)*

4.10 Exam Papers

Since the implementation of Millennium, exam papers are accessible online onsite and remotely. Film/TV and Heritage papers are all available. Due to the staffing situation in Cluain Mhuire, all exam papers are processed by the library in the Dublin Rd Campus. With the introduction of modularisation in 2006 this also puts extra pressure on the library and leads to an increase in workload. It is imperative that the library receives exam papers in electronic format in order to eliminate scanning. Scanned papers in tiff format present many printing problems for the entire Institute and they need to be converted to pdf format to alleviate this problem. It increases the workload for the library and with only one member of staff dealing with the entire exam paper output it is becoming unsustainable from a library point of view.

- 4.10.1 Exam papers committee** *(Please see Dublin Rd campus report)*
- 4.11 Customer service** *(Please see Dublin Rd campus report)*
- 4.11.1 Library strategic plan strategies for customer service** *(Please see Dublin Rd campus report)*
- 4.11.2 Completed strategies** *(Please see Dublin Rd campus report)*

4.12 Student Survey 2005

A total of 105 surveys were completed and returned. 2% of staff completed the survey while 88% consisted of art and design students and 10% of film and TV students.

4.12.1 Satisfaction rates

- The overall satisfaction rate of the library service is high – 50% of respondents rated the library service high, while 37% rated it very high
- 82% rated library staff helpfulness as very good
- 18% felt the required reading was very good while 45% thought it was good
- 21% rated journals very good while 48% rated them good
- surprisingly 25% respondents rated study areas very good while 44% felt there were good

4.12.2 Dissatisfaction rates

Dissatisfaction centred on computer facilities, and training/tours of the library.

- 34% responded that computers were poor and 26% felt they were adequate
- 43% thought the training and tours of the library were adequate while 23% felt they were good.

4.12.3 Opening Hours

Regarding current opening hours, respondents rated them as being very good 26%, good 36% and 27% adequate. Later weekdays at 47% and open weekends at 39% were their preferred options. While the library agrees that extended hours are needed particularly in the evenings, it is impossible to achieve this within existing resources. The library would like to recommend that staffing be increased to cater for this need. A staffing review should also extend to the Cluain Mhuire library.

4.12.4 Additional Comments

The following comments were also made by the respondents:

- Careers section could be expanded and linked more with careers office, who should be here in Cluain Mhuire once a week and have appointments
- Staff very courteous and helpful at all times, if occasionally overstressed
- Staff are very good
- Computers are crap and unreliable and you cannot print anything from them
- Photocopying is too expensive
- Library staff are so nice, friendly and helpful and easy to approach no matter what
- Print section is limited and has few new additions
- Staff are excellent
- Very helpful staff
- Could do with new books on printmaking
- Computers are terrible - not enough
- No printers attached and printers in computer room are never working
- Black and white photocopier needed
- I enjoy the daily papers, perhaps a wider variety of choice papers would encourage more people to use the library on a daily basis
- Very poor selection of videos and DVDs available for film & TV students
- Photocopier prices are far too high

- Should be more than one photocopier
- I can't read but I enjoy the pictures
- Better facilities for viewing videos
- More computers with access to Internet
- There should be proper computer facilities and printers
- Trying to actually find a book isn't great, it could be a bit clearer
- The library staff are always exceptionally friendly and supportive
- Really enjoy the library ? stuff
- Excellent helpful girls in the library, Teresa x 2
- Source more catalogues
- Would be nice to keep books two weeks but notified if book needed, wish I had time to use it more
- Sometimes can be difficult to locate books, as they are not put in correct shelf
- I think that at least 1 day a week should have longer hours
- Please put our "fine" money back into our own library
- Please get more books on contemporary performance art
- Extremely helpful staff, very friendly
- Teresa & Teresa are great
- Cost of overdues
- Only one photocopier
- Computers on 3rd floor should have internet
- Should be able to take out more books
- Staff very good
- Art abstracts hard to use
- Requests not coming
- Later when theses are being done
- Vogue is a waste of money
- More TVs
- Easier to take out films
- Computers need updating
- The library is the best thing about the college
- More up to date books
- Fines should go to art library
- Mystery how things get filed
- Update journals/books
- Best library
- Better advertisement of facilities
- Poor print section
- Do not allow emailing
- Music around campus
- Not enough computers

4.12.5 Library Response to Survey

To respond to the survey the library purchased the following titles on printmaking:

TITLE
Printmaking with photopolymer plates : versatile printmaking technique for artists and students / Dianne Longley
Making monotypes using a gelatin plate : printmaking without a press / Nancy Marculewicz
Collagraphs : and mixed-media printmaking / Brenda Hartill and Richard Clarke
Printmaking at the edge / Richard Noyce
Printsafe : a guide to safe, healthy and green printmaking / by Tim Challis.
Intaglio printmaking techniques;"Etching
British printmakers, 1855-1955 : a century of printmaking from the etching revival to St Ives / edited by Robin Gai

Figure 3

Internet access is now available on all PCs on the third floor.

Due to the space restrictions in the library it is difficult to locate a black and white photocopier there.

4.13 Customer Satisfaction Generally

While an online suggestions box is available via Millennium, very few suggestions received have related to Cluain Mhuire to date. However, from the results of the survey, it is clearly obvious that library staff helpfulness and approachability register very highly with customer satisfaction generally. Issues that don't rate very highly are directly related to the inflexibility of the building and it is further evidence of the need for a new green field site.

4.14 Service Levels *(Please see Dublin Rd Campus report)*

4.15 International/National Standards *(Please see Dublin Rd Campus report)*

4.16 Improving Service *(Please see Dublin Rd Campus report)*

4.17 Support within the Institute *(Please see Dublin Rd Campus report)*

4.18 Written procedures

There are written procedures for all aspects of library tasks and these available in a manual format. It is located at the information desk for staff to consult as required.

4.19 Shared Drive

Unfortunately Cluain Mhuire library does not have access to the shared drive as this is only available on the Dublin Rd campus.

Chapter 5 Managing Resources

5.1 Budgeting on the Millennium Library System *(Please see Dublin Rd Campus report)*

5.1.1 Communication of Library Budget *(Please see Dublin Rd Campus report)*

5.2 Millennium reports and funds *(Please see Dublin Rd Campus report)*

5.2.1 Library Budget 2002-2007

The following table and chart illustrates the expenditure for Cluain Mhuire library for 2003-2006 for Art & Design. It is important to note that there is no separate budget allocated for Cluain Mhuire library. All expenditure comes out of the Dublin Rd campus library budget, which includes stationery, electronic resources, equipment etc. The library strongly recommends that a separate budget be allocated to Cluain Mhuire library so as to develop it to its full potential.

Art & Design	
2003	13641.22
2004	14236.67
2005	16301.75
2006	21960.24

Table 11

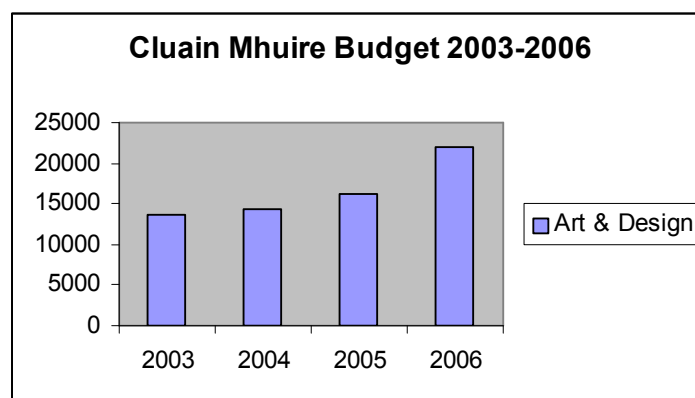


Figure 4

5.2.2 Library Budget Breakdown 2003-2006

A closer look at the annual budget indicates the amount spent on books, journals and Art Abstracts, the database specifically purchased for Art and Design. It does not take into account all the expenditure required for stationery, photocopying cards, service contracts, equipment and any other miscellaneous costs.

<i>Art & Design</i>				
<i>Year</i>	<i>Books</i>	<i>Journals</i>	<i>Art Abstracts</i>	<i>Total</i>
2003	8615.00	5026.22	5679.66	19320.88
2004	9451.61	4785.06	6091.14	20327.81
2005	12413.51	3888.24	6238.97	22540.72
2006	16315.88	5644.36	6106.78	28067.02

Table 12

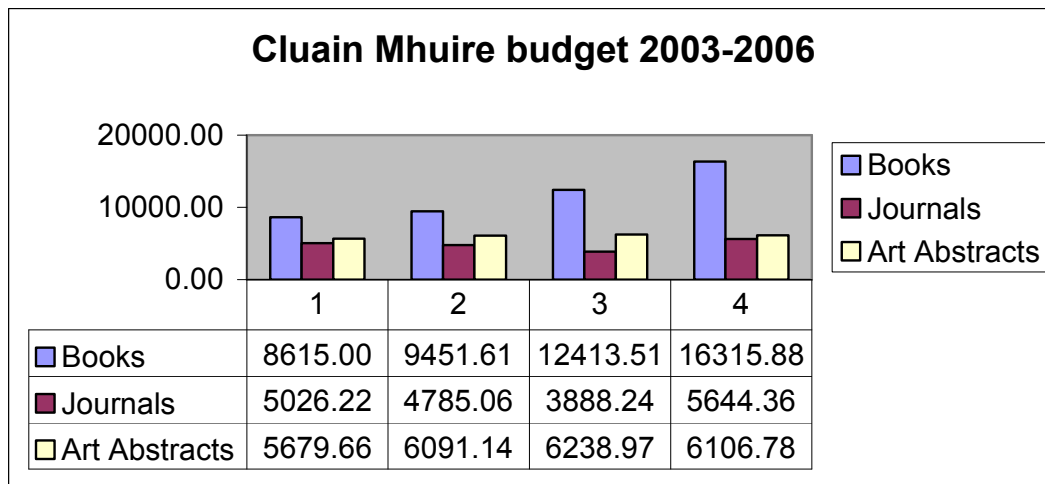


Figure 5

A new colour photocopier was purchased in 2005 costing €9,256.50. An infineer terminal unit was purchased and installed at a cost of €283.75. The service contract per year costs in the region of €3,000.00 and photocopying paper and photocopying cards have to be purchased on top of that.

5.3 Library Income

Cluain Mhuire library generates a sizeable amount of income each year but unfortunately it is not reimbursed. The library would like to recommend that this income be given back to the library given the level of expenditure needed to administer and stock the library.

Cluain Mhuire Library Income							
	Photocopying	Fines	Membership	Misc	Ills	Refunds	Total
2002	4950.13	614.51	135.39		95.00		5795.03
2003	5303.70	1091.50	94.00	35.69	42.00	-20.00	6546.89
2004	6913.60	915.50	391.00	26.00	48.00	-48.00	8246.10
2005	5871.80	1603.52	799.00	1069.32		-16.44	9327.20
2006	6019.00	2359.26	656.00	210.80	16.00		9261.06

Table 13

5.4 Spending linked to the mission and objectives *(Please see Dublin Rd Campus report)*

5.4.1 Decision making involved in spending *(Please see Dublin Rd Campus report)*

5.5 Millennium Financial Reporting *(Please see Dublin Rd Campus report)*

5.5.1 Information Verification *(Please see Dublin Rd Campus report)*

5.6 Improving Service Provision *(Please see Dublin Rd Campus report)*

5.7 Best use of available technologies *(Please see Dublin Rd Campus report)*

Chapter 6

SWOT Analysis

6.1 SWOT of Cluain Mhuire Campus Library

What follows is the result of a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the Cluain Mhuire Campus Library.

Strengths, weaknesses, opportunities, and threats to the library were identified by :

- Analysing the results of the 2005 Student Survey
- Asking library staff to identify what they perceived to be our strengths, weaknesses, opportunities and threats

<p style="text-align: center;">STRENGTHS Positive Characteristics of the Library</p> <ul style="list-style-type: none"> ➤ Library staff / Customer service ➤ Catalogue and Website ➤ Study areas ➤ Books ➤ Journals ➤ Inter Library Loan Service ➤ Attractive design 	<p style="text-align: center;">WEAKNESSES Negative Characteristics of the Library</p> <ul style="list-style-type: none"> ➤ Opening hours ➤ Computing facilities ➤ Training / Tours of library ➤ Poor access for disabled users ➤ Databases <ul style="list-style-type: none"> ○ Staff not confident that the databases on offer are extensive enough or that they are knowledgeable about them ➤ No office – no privacy ➤ No library workroom
<p style="text-align: center;">OPPORTUNITIES Opportunities for Library Service and Operation</p> <ul style="list-style-type: none"> ➤ Online resources ➤ Electronic access to the library ➤ Cooperation with other libraries ➤ Information Skills module 	<p style="text-align: center;">THREATS <i>Threats to Library Operation</i></p> <ul style="list-style-type: none"> ➤ Funding ➤ Student numbers may fall ➤ More demanding students (special needs, mature, foreign, etc)

Figure 6

Strategies For Maintaining Our Strengths

6.2.1 Library Staff / Customer Service

- Support staff training and development
- Emphasise the importance of customer service in all our activities
- Monitor user satisfaction

Catalogue and Website

- Promote services and access to resources available through the library website
- Identify new services or resources to add to the website

6.2.2 Building / Physical Facilities

- Maintain physical facilities - Cleaning, repairs, replacement of equipment where necessary

6.2.3 Books / Journals

- Continue to acquire new and relevant material
- Monitor usage of journals. Cancel unwanted subscriptions in favour of more relevant titles.

Inter Library Loan Service

- Maintain good relations with other libraries
- INN Reach

6.3 Strategies To Capitalise On Opportunities

6.3.1 Online resources

- Training for library staff
- Source new online resources for art

6.3.2 Electronic access to the library

- Promote services and access to resources available through the library website
- Identify new services or resources to add to the website

6.3.3 Co-operation with other libraries

- Maintain good relations with other libraries
- Identify opportunities for partnerships e.g.
- Digital Mapping Project with Galway Public Library and NUIG Library
- Irel Project
- National Digital Repository
- INN Reach

6.3.4 Information Skills module

- Following successful pilot in Letterfrack 2007 review content and delivery

6.4 Strategies To Minimise Weaknesses

6.4.1 Opening hours

- Request extra staff to extend opening hours

6.4.2 Computing facilities

- Request extra funding for printer for student use
- Keep abreast of current technologies

6.4.3 Training/ Tours of library

- Continue to develop Information Skills Module

6.4.4 Poor access for disabled users

- Continue to lobby for a new library building

6.4.5 Databases

- Training for library staff
- Source new online resources for art

6.4.6 No office - no privacy

- Continue to lobby for new library building

6.5 Strategies To Combat Threats

6.5.1 Funding

- Lobby for more funding
- Prepare timely and relevant budgetary proposals annually

6.5.2 Student numbers may fall

- Provide high level of service and resources to existing students

6.5.3 More demanding students (special needs, mature, foreign, etc)

- Focus on customer service
- Continue to develop new services

Recommendations

A new wheelchair accessible library standing on one level should be planned for as a matter of urgency.

The new building must have sufficient staff office space with adequate workrooms, toilette facilities, kitchenette, group study rooms, multimedia facilities and state of the art facilities for people with special needs.

A staffing review should take place and a staff structure implemented according to the most recent benchmarking guidelines laid down.

Cluain Mhuire library to be allocated a separate and sufficient budget to meet its needs in order to fulfil its potential.

Library income should be returned to the library to finance relevant resources.

Extend opening hours subject to sufficient staffing, funding and a new library.

Funding to be provided for a black and white photocopier, card dispenser and colour printer.

Funding also to be made available for the purchase of Grove Art online dictionary as it provides full text access to art history.

Microsoft Office to be installed on all PCs. All PCs to be attached to a network printer and funding to be made available for it.

A student shelver to be employed to assist with tidying and arranging books on the shelves

Finally, to embed PMDS to facilitate staff development and enhance the library service for all its users.

Appendix A

Cluain Mhuire Print Journals

1. American Craft
2. The Art book: International Publishing Review
3. Art History
4. Art in America
5. Art Journal
6. Art Monthly
7. Artforum international
8. Artists newsletter
9. Cabinet
10. Ceramic review
11. Ceramics, art and perception
12. Ceramics Ireland
13. Ceramics monthly
14. Ceramics Technical
15. Cineaste
16. Circa
17. Computer arts
18. Computer music
19. Contemporary
20. Crafts
21. Documentary: the magazine of the International documentary Association
22. Editors guild Magazine
23. Embroidery
24. Fiberarts
25. Film Ireland
26. Film Quarterly
27. Filmwaves
28. Flash art
29. Frieze
30. International journal of technology and design education
31. International textiles
32. Irish arts review
33. The journal for weavers, spinners & dyers
34. Leonardo
35. Leonardo music journal
36. Modern painters
37. October
38. Oxford art journal
39. Parkett
40. Portfolio
41. Printed project
42. Printmaking today

43. Saudi Aramco world
44. Sculpture
45. Selvedge
46. Sight and sound
47. Source: the photographic review
48. Tate: the art magazine
49. Textile Forum
50. Textile history
51. Textile: the journal of cloth and culture
52. Textile view magazine
53. Upstairs downstairs
54. Vertigo
55. View2 magazine
56. Visual artists
57. Vogue
58. The wire
59. World of interiors

Appendix B

Name	Grade	Appointed to this grade	Appointed to GMT	Appointed to library	Academic Qualifications	Responsibility
Teresa Keane	Library Assistant 2 IV	2002	1997	1997	Leaving Certificate	Reader services
Teresa Kennedy	Library Assistant 2 IV	2002	1997	1997	Leaving Certificate	Reader Services
Bill Derenzy	Library Attendant	1999	1997	1997	Leaving Certificate	Attendant