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1. Executive Summary.

This self-evaluation seeks to review the GMIT Castlebar campus library service in a critical and constructive manner. The library strives towards a professional, quality service focusing on *the learner*. It tries to deliver a quality service by adherence to professional standards and a commitment to planning, by implementation of procedures and consultation with colleagues, and by assessing user satisfaction.

The review emphasises the necessity of a safe, adequately fitted and equipped built environment. Current library physical space is inadequate and a lack of planned building development has hindered the library's capacity to plan strategically. The review emphasises various space issues such as the need for a group study facility, special needs facilities and a suitable dedicated area for information skills training.

Library collections develop over a period of years with consistent adequate funding. Some library book collections need an injection of funding. The growth in provision and use of electronic resources points to the increased need and demand for user education and information skills training.

A library service to our Nursing department began in 2003 and has proved both challenging and rewarding. Nursing students are consistent users of library collections, services and facilities and Nursing programs are a valuable addition to the library brief.

The decline in full time student numbers has not resulted in a direct decline in library use. Circulation statistics increased in 2004 largely due to the roll out of library services to Nursing. A decline in circulation activity between 2005 and 2006 is reflected throughout GMIT libraries and may be due in part to an increased use of electronic resources both on site and remotely. *Circulation activity per student* has increased suggesting a growing culture of library use, and reflecting the important contribution of part time students to library use.

Access to the library is discussed in the context of provision of adequate opening hours within the constraints of a core five staff and the obligation to avoid lone working. The library sees the employment of part time staff as a solution but this needs to be recognised, planned and implemented efficiently and effectively.

The review highlights the importance of promoting the library as a department within the organisation, and as a vital service to students and staff. It details the communication networks between campus departments and between campus libraries.

The heart of any service is its staff. Training and continuing professional development is vital so that staff can learn and implement best standards in information provision. All Staff have individual areas of responsibility. There is also a culture of knowledge sharing, and debate, where people contribute their views on all elements of the library service.

A quality library service requires adequate current and capital funding. Budget patterns at Castlebar have been inconsistent and at times inadequate.

The challenge is to provide Castlebar students and staff with a library service at least comparable with other GMIT or Institute library services.

2. Methodology

The methodology used to complete this self-evaluation can be summarized in the following points:

1. Weekly staff meetings completely devoted to the review (the review was an agenda item on all meetings over a 12 week period).
2. All staff contributed to the review verbally, through the compilation of statistics and graphs, and through written submissions.
3. Staff group completed a SWOT analysis.
4. A staff survey, March 2007.
5. Use of 2005 student survey.
6. Special Meeting of Library Committee.
7. All staff reviewed drafts.

2.1 Introduction

This is a self-evaluation of the (GMIT) Castlebar Campus library service for the period 2001-2006. In 1994 the library came into being as part of the new Castlebar Campus of the then Galway Regional Technical College to provide a service to the first intake of student in September of the year. The library has grown with the campus and library services have developed accordingly.

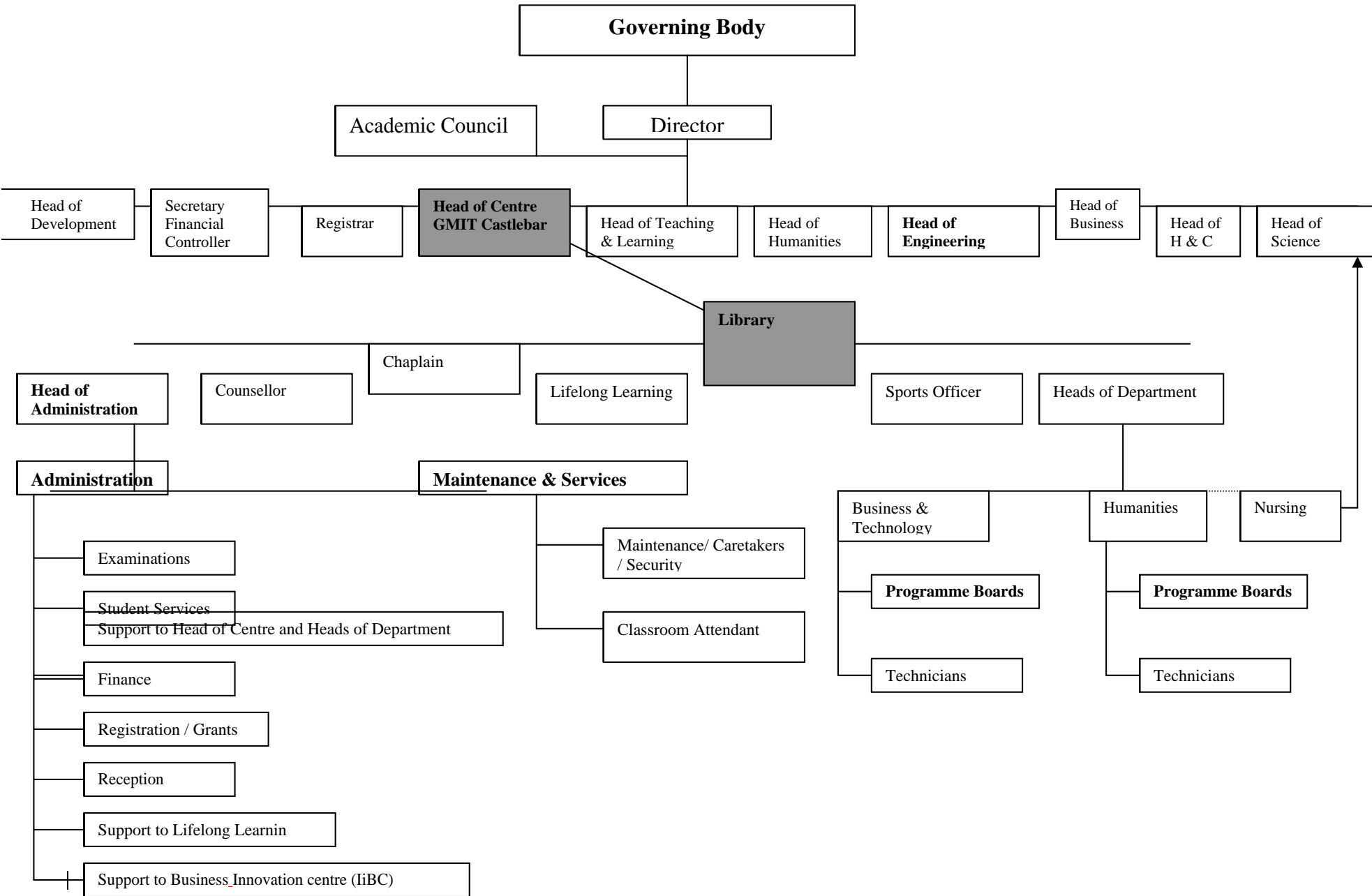
Approximately 100 students were admitted to courses in 1994. Currently there are 1,354 registered students on GMIT Castlebar accredited courses. 797 of these are full-time students, of which 230 are nursing students, and 326 are part time students. The remaining students are registered on evening non- accredited courses.

Castlebar campus students deserve a parity of service with their peers on other GMIT campuses and in other Institutes of Technology. This review aims to highlight the challenge of providing and maintaining a quality of service with limited resources in a changing environment.

There are currently 23 full-time courses offered at the Campus, of which 4 are Nursing. There are also 7 part-time accredited courses offered and numerous part time evening courses. This review will try to give the reader a critical picture of the library service over the five-year period, tracking the development of library resources, facilities and services at what is now GMIT at Castlebar.

3. The Library Service within the organisation

Figure 1. Organisational Structure



3. The Library Service within the organisation

3.1 Role of the library

The library's role is to support all learning and educational activities at the campus through a user-friendly, quality information service. The library supports course delivery, learning, and research activities by providing the appropriate information resources, services, and facilities in a suitable learning environment. The library also facilitates the wider local and regional community.

Table 1. Library Staff, Castlebar Campus, December 2006

Name	Grade and title	Responsibilities	Years at current grade	Years at GMT Castlebar
Majella King	VI (Assistant Librarian)	Management of campus library	5 years	12 Years
Olive Greaney	V (Senior Library Assistant)	Serials Cataloguing Electronic Resources	5	9
Anne O'Haire	IV (Library Assistant)	Acquisitions Inter Library Loans Readers' Services Library Income	5	9
Mary Hamrock	IV (Library Assistant)	Serials Audio Visual Resources Exam Papers Library Income	3	3
Colette Harlowe	III (Library Assistant)	Circulation Services Information and Readers' Services.	3.5yrs	3.5yrs

3.2 Aims of the library service:

- To provide a quality user-focused library service.
- To organise and administer the library department.
- To provide a working, comfortable built environment.
- To provide the necessary equipment (photocopiers, scanners, computers).
- To build appropriate library collections in all media.
- To provide user training and education in the exploitation of all library resources.
- To continuously assess the end user service.
- To market and promote the service.
- To be aware of best standards in information provision and librarianship.

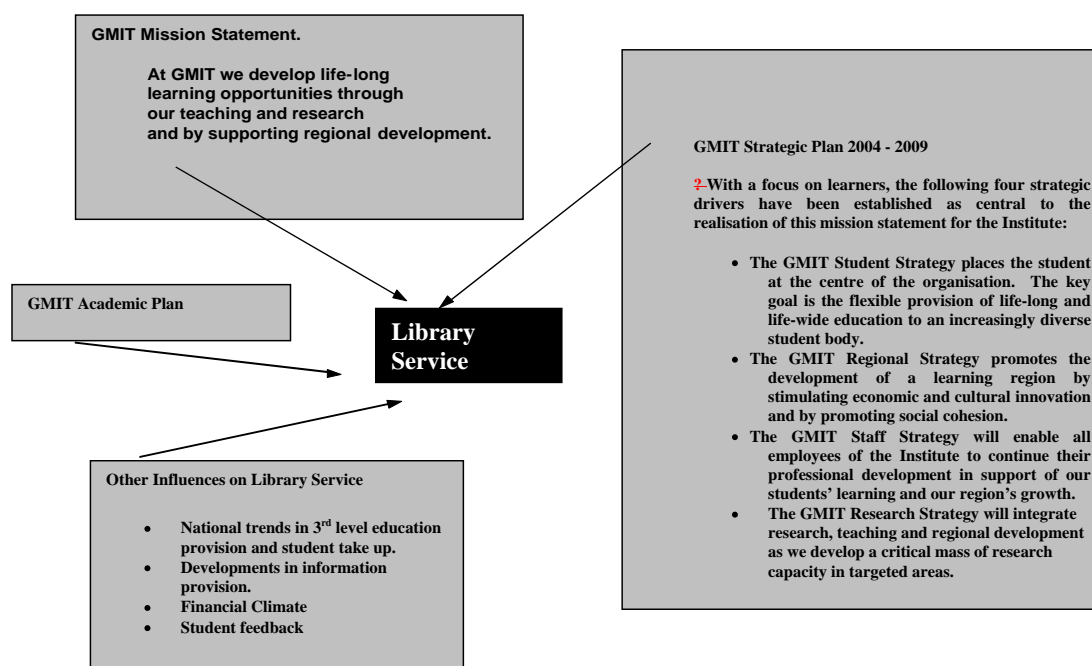
3.3 Objectives to deliver on aims:

- To continue with operational planning and make improvements where necessary.
- To develop a written strategic plan.
- To continue to lobby for sufficient budgets to develop a comfortable physical environment, provide equipment and facilities and to build collections.
- Decide on the best method of delivering training to our students and staff. Confirm needs and decide on a timetable for students.
- Decide on the best method of surveying users: more frequent annual small user specific surveys or big all inclusive surveys every two years.
- Ensure library staff can avail of training and development in order to maintain and develop best standards of librarianship.

4. Quality Framework

In producing this review, there has been one continuing theme of self-examination: is the library proactive or reactive? The library service needs to be innovative, with an eagerness to improve. This implies a willingness to be self-critical, to seek assessment and evaluation, and to react to the feedback received in a positive way. Castlebar library service aims to show throughout the review that it tries to provide a quality service through a combination of the above.

Figure 2. Influences on the Library Service



Our role is defined by the Institute's Mission Statement. The library supports the mission and consequent four main drivers of the Institute Strategic Plan shown above. The library's focus is to support learning. To ensure a quality framework for what we do, the library has identified the following requirements:

- 4.1 Operational Planning.
- 4.2 Strategic Planning.
- 4.3 Team Development Plan (part of the PMDS process)
- 4.4 Procedures: Millennium and Operational, and Professional Standards.
- 4.5 Measurement of service effectiveness.
- 4.6 Consultation with colleagues.
- 4.7 Review Process.

4.1 Operational Planning.

- Library staff meet weekly and more frequently when working on special projects. Work is planned from week-to-week, term-to-term and year-to-year.
- Week to week planning can range from basic operational matters such as staff rosters or student notices to discussions of how we develop student workshop training in the future. In this way

operational planning feeds into strategic planning. These weekly meetings are the fora where most policies and procedures are discussed and reviewed.

- Some service demands change from term to term. Different student needs in each term are planned for from first term induction to second term presentations and theses to third term examination needs. Other services such as those to nurses on placement must be facilitated throughout the year.
- Summer planning usually focuses on the next academic year intake of students. It is also when the library catches up on duties such as updating the web pages, producing the annual student guide, refreshing library signage, and electronic conversion of exam papers. In addition each summer the library has a list of other projects to be achieved under collection management, and small building works. For example rearrangements of shelving and book and journal collections and minor capital works such as painting or window and floor maintenance.
- The library aims to buy a new piece of office or library equipment each year. Past purchases include a DVD player, display equipment, guillotine, binder, trolleys etc.
- The library aims to achieve something new in service delivery each year – whether it be a service to nursing students on placement, organisation and display of E.U. documentation to encourage use, or presence of Annual Report holdings on the catalogue.
- The library aims to refine and change policies. For example, as the library began to source out-of-print books, a new ‘Not to be taken away’ policy was necessary. This policy is also followed in the case of very expensive books. Over the last two years, library staff have also discussed specific criteria for withdrawal of stock. All of these issues should lead to a written collection development policy.

4.2 Strategic Planning

- The library does not have a formal written strategic plan and this is something we hope to take advice on during this review process. A written strategic plan guides and directs, and ensures that a planning framework exists for the future. The question we ask is whether the campus library should develop its own strategic plan or be included under the main Galway library strategic planning process.
- Service development has taken place over the five-year period. However, there is a sense also that during the period 2003- 2005 the library was fortunate to maintain existing services. Putting together a strategic plan for the next five years is totally dependent on library space and budgets. There is a feeling that we are limited strategically by these constraints.
- All library strategic planning during the review period was devoted to expansion of the library building with the express purpose of developing and moving the service forward. The library has been in a ‘limbo’ state since 2003 when the first Library Buildings plan was devised¹. Needs were projected for a 5-10 year period. This plan was never implemented. In May 2005 the library took over some space in a hurried building development, providing much needed space but with an unplanned approach. The buildings plan was reviewed and amended in 2006².
- The library is conscious of the need to formalise informal discussions and debate into an official library strategic plan. Library staff are committed and passionate about the library service, and have a good critical understanding of service strengths and weaknesses. There are definite ideas and suggestions on how the library should develop in the future and what resources are needed to facilitate this.

¹ See Appendix C

² See Appendix C

4.3 Team Development Plan (part of the PMDS process)

Table 2. Castlebar Campus Library Team Development Plan. December 2006

Objective	Action	Target Date	Inhibitors
Engage in GMIT Library Services Review	*Agree process with Galway. *Initial meeting of Castlebar library staff and consultation with library committee. *Compare with Galway priorities and objectives.	Easter 2007	*Staff time *Resources to facilitate interaction
Implement agreed plan for extended opening hours	*Reach agreement on part time staff to facilitate proposal *Recruitment and training of new staff	September 2007	*Longer evening hours for full time staff *Lack of full time core staff during 9-5 period *Time to train new staff
Maintain and further develop Customer Services – user education, student training facilities.	*Increase and improve student/academic staff training *Acquire multi purpose room for user education, study, computers, agreeing mode of use / logistics. *Request upgrade in furniture and fittings / soundproofing. *Drop box for return of books. *Self-Issue service. *Investigate wireless access for users *More systematic marketing/promotion of library services	Ongoing. Academic year 2007/08 Commitment, September 2007 Under new budgets 2007 Academic year 2007/08 Ongoing. Summer 2007.	*Budget *Lack of information re Building Development. *Staff time *Access to classes / cooperation
Implement a 'customer' evaluation process – every 2/3 years.	*Next survey 2007/2008	Ongoing.	*Staff Time *User participation
Develop and implement a plan for comprehensive library staff training and priorities – (national programmes, internal training, self training week, links with Galway)	*Develop a list of priorities internal and external *Examine practicalities / options for training delivery *Develop requested T/D budget	Ongoing. Start in 2007	*Time and funding *Staff backup for term time cover of services.
Review and update procedures, processes and standards	*Recognise and review viable procedures, guidelines and standards – central point availability of relevant standards – intranet (include standards). *System v non-system procedures *Review for best practice (on line manuals etc) – modify – user friendly *System upgrade – review.	Ongoing. Start in 2007.	*Time and timing *Motivation

4.4 Procedures: Millennium and Operational, and Professional Standards

Note on *Millennium*:

A new library management system financed and implemented under the national MIS project. It was introduced to GMT libraries in 2001. This system supports budget management, and acquisition of books, journals, and equipment. All learning resources are catalogued and circulated on *Millennium* and it provide the public interface of the online catalogue and library webpages.

Millennium procedures are in place that cover all use of the library management system modules including acquisitions, serials and inter-library loans.

There are also operational procedures in place that include procedures from cash receipt and lodgement, to troubleshooting photocopiers and printers.

All procedures are available on a shared library staff computer drive.

Some library activities are governed by international professional standards. Cataloguing and classification of all resources is done to the standards laid down in the Anglo-American Cataloguing Rules³ and the Dewey Decimal Classification⁴ system respectively.

4.5 Measurement of service effectiveness.

This is dealt with in detail under Service Delivery (5.3). The library examines user surveys, data and statistics to evaluate service use. The library also uses personal contact with students and staff colleagues to evaluate service use and quality.

4.6 Consultation with colleagues.

Library staff meet weekly. The Library Committee meets each term and has academic and administration staff representation. The Computing Technician is invited to come if deemed necessary. Communication with Academic staff happens on a regular basis regarding book acquisitions, journal subscriptions, electronic resources and information skills training.

The Assistant Librarian attends Academic meetings.

Library staff attend Support and General staff meetings.

4.7 Review Process.

- Internal review through self-evaluation on a weekly, term and yearly level.
- Bord Altranais review of library services to Nursing, 2005-2006.
- The library has contributed to two Programmatic Reviews since 1994 and a campus Self Evaluation in 2003.
- Peer review. This review will be the first official peer review. Informally library staff like to compare Castlebar library with library services in other third level colleges.

³ Anglo-American Cataloguing Rules Second Edition, 2002 Revision: 2005 Update.

⁴ Dewey Decimal Classification and Relative Index, Edition 22. Four volumes. 2003.

5. Service Delivery, 2001-2006.

Castlebar library has both grown and developed with the campus and in its own right as a professional library aspiring to quality standards of service. To look at our service one must be aware of the depth of activities engaged in by the library. These include the showcase or *front of house* service and facilities that the user experiences and sees, together with the back room activities which are unseen but hopefully reflected in the end user service.

For the purposes of review Service Delivery is subdivided into three sections:

5.1 Service Delivery: Learning Environment.

5.2 Service Delivery: Learning Materials/Collections.

5.3 Service Delivery: Measurement of Service Use and Service Satisfaction.

5.1 Service Delivery: Learning Environment.

5.1a Buildings, space, use of space, different space needs

Table 3. Library physical expansion 2001-2006

Year	Square Metres	Seating	Notes
Sept. 2000(new IT/AV floor)	515	128	Includes project room for group work (shared space. Available to library from 2pm each day)
Sept. 2001	515	113	Extra shelving erected, seating lost.
Sept. 2002	515	113	
Sept. 2003	515	113	Project room lost to allow for book shelving to accommodate Nursing book stock.
July 2004	515	100	Extra shelving erected, seating lost.
May 2005	680	130	Extension to incorporate language lab into library to create more student space due to numbers of nursing students now using the campus library.
Sept 2005	680	126	4 seats lost on ground floor due to new shelving.
2006	680	126	

- As one can see from Table 3 the library has expanded physically in the past five years. However the expansion was not sufficient to satisfy requirements and was immediately overtaken by space needs. The library project room was gained in 2000 and lost in 2003 to make room for Nursing book stock.

Table 4. Student seating ratios 2001-2006

	Students (FT)	Seating Ratios (FT students)
2001	747	1:7
2002	812	1:7
2003	973	1:9
2004	838	1:8
2005	835	1:7
2006	797	1:6

- The physical expansion in 2005 was to address in some way the need for additional library space. This space was needed prior to the start of Nursing library services but came about when the increase in books, journals and student use placed an urgency on extra space provision.

• Table 3 reflects that the library has no more seating in 2006 than it had in 2000 despite the increase in physical floor space. Student seating is constantly under threat from increased shelving needs for growing collections.

Table 4 shows that seating ratios are a little improved in 2006 due to the expansion in May 2005 and slightly fluctuating student numbers.

- It is worthwhile looking at part-time student statistics also:

Table 5. Part time student numbers 2001-2006

	January	September
2002		475
2003	148	425
2004	185	482
2005	217	337
2006	301	

- The campus has a Continuing Education suite of programs some of which are of a year-long duration and others which last for 12 weeks. The figures above show the intake of students each January and September. Many of these students are high level library users especially those studying Art and Design, Theology, Personnel Management and our new program Community Development which started in 2006.

• As demand for access to electronic resources increases, the library recognises the need to review the number of PC workstations available to students, and the IT environment in which electronic services are provided. When the student IT area was set up in 2000 the library adopted the lab layout with long rows of tables. This may not be the most attractive, comfortable or practical use of space. The library technician agrees that the library needs to improve the physical space designated to student IT access.

• An increase in the demand for practical training workshops in the use of electronic databases points to the need for a designated library training area. Currently all workshops are delivered on the 14 students PCs which are also used daily by individual students. This area has to be closed off during training workshops thereby disadvantaging individual student use. It usually occurs at the beginning of the academic year when we are trying to persuade students to use the library. Ideally, the library needs a designated separate training space.

• The library has sought the provision of adapted work areas and specialised resources for special needs students. To use the first floor computing facilities disabled students must currently call to the ground floor circulation desk to inform library staff that they wish to go upstairs. They must then go to the first floor and enter the library through the staff office area. Computing workstations are not adapted for disabled use.

Some progress has been made in late 2006 in this area.

• Some improvement in photocopying facilities was achieved between 2001 and 2003. Photocopying facilities were moved from the ground floor to the first floor. Prior to 2003, the library had one photocopier situated in the audiovisual workstation area on the IT/AV floor. This was disruptive to

students and with the acquisition of a second copier it was necessary that there would be a separate photocopying area. Ideally this should be sectioned off, sound proofed with a glass front for visibility. The library achieved a slightly secluded area situated off the first floor reading area.

- The library was informed in 2003 that it was to be the recipient of a special collection of books and papers (circa 10,000 items) from the Theologian Rev. Fr. Enda McDonagh. Space issues were an immediate concern. About 900 titles arrived on campus in 2003/04. These titles were put into storage until extra staff could be employed to process and catalogue the collection, and until suitable additional library space could be allocated to house the collection. Progress was made in Summer 2006 when office space was allocated and an extra member of staff was employed on a three month contract to catalogue the books. Over 900 titles are now catalogued and the college awaits the arrival of the rest of the collection. Unfortunately, the room has been reallocated due to building works and the books are again in storage.

The library's aim is to make this collection available to the local community and the larger research community. To do this the library needs to expand physically.

- In 2003 the library put together a buildings brief for a three-floor library block⁵. This was a plan detailing how a three floor library would be administered, staff levels required, and exactly what facilities and services would be housed on each floor. Architects plans were drawn up in consultation with library staff. The concept of this level of library expansion dates back to 2000 if not before. The assumption was that the library would expand under the umbrella of the Nursing and Health Sciences building development.

- In May 2006, the library was asked to reassess needs with the college architects. Library space requirements had to be measured taking into account falling student numbers, expanding book and journal stock, and an overall shortage of space on campus. The resulting document was a record of revised needs where the emphasis was on multi-purpose use of space in a reduced, smaller development⁶. The possibility of housing Group study needs, IT skills training, and extra computing access for students in the same spatial area was examined and proposed.

- Unfortunately, in November 2006 it was confirmed that the library would not be expanding under the Nursing development and that any such expansion would have to be funded from GMIT devolved grant. As the Nursing building project has begun, it will now take priority until the proposed finish date at the end of 2007.

- The library hopes to move forward with the May 2006 assessment of needs and possibly consider different use of existing library space together with some actual increase in the overall library square metreage. For example, convergence of student study desks into reading / computer workstations may be part of a solution.

The campus library needs to maintain amenable student facilities for study and research. If the library does not provide a comfortable environment students will go elsewhere. Ultimately, lack of adequate space leads to lack of positive planned development of collections, services and facilities. Long term planning is difficult as the library troubleshoots its way from academic year to year creating short-term solutions.

5.1b Furnishings, Fittings and Equipment.

- An open access modern library needs to constantly monitor the quality of fixtures, fittings and basic equipment. From 2001 to 2006, many changes and improvements have been financed by the annual library budget. Funding directly affects the level of improvements and developments carried out each year. Hence, while many necessary purchases have been made especially in the line of basic office equipment, the area of *Fixtures and Fittings* has been less fortunate.

- Library furnishings continue to be general GMIT stock tables, stackable chairs and the original study corrals purchased in 1994. No new furnishings were purchased for the first floor expansion in 2005. Shelving in particular has been difficult to standardise: in 2000/2001 there were three types of shelving in the library. The library's long-term objective has been to completely replace old, poor quality

⁵ See Appendix C

⁶ See Appendix C

shelving purchased in 1994 in an effort to standardise the height, design, functionality and aesthetics and also to achieve a proper health and safety standard. Lack of adequate budgets necessitated a piecemeal purchasing of library shelving. However the library has achieved a manageable combination of good quality shelving purchased by the library and some inherited from the previous Health Board library with only one remaining double sided bay of inferior shelving.

- Study corrals on the ground and first floors are adequate but are overlarge and bulky making it difficult to ensure best use of the reduced space available in the library.
- The library also needs to increase the number of power points and network points in the library.
- In the IT/AV area, the stackable, plastic chairs used by the students when working at the computers are inadequate and uncomfortable. These urgently need to be replaced with adequate computer seating.

5.1c Health & Safety.

The library endeavours to be Health and Safety aware. With the changes in Health and Safety legislation in 2005⁷ our legal obligations in this area are even greater. A comprehensive Risk Assessment was completed in November 2005 and submitted to senior management. Many of the risks detailed therein have been addressed, others have not.

Below are some examples of how the library has always been health and safety aware:

- The library has a representative on the campus Health and Safety committee.
- The Library Code of Conduct is posted on both library floors and is in the Library Student Guide.
- Speed dials to campus caretakers are set on all phones and emergency numbers are posted at phones.
- It was agreed that library staff would receive the caretaker's duty roster for each relevant period. Library staff would then know who is on duty each evening. In reality this does not always happen.
- The library adheres to the GMIT incident reporting procedure.
- The library altered its evening lock up procedure in April 2004 after an incident that could have potentially threatened staff and student safety. This occurred when one person was working evening duty alone. Library staff are conscious of the potential dangers of *lone-working*. Since early 2005 library policy has been to avoid *lone working* particularly after 5pm.
- In September 2004 the library changed policy to allow students to bring their bags or holdalls into the library. This decision was taken after much debate and after advice from the Health and Safety Officer. This was done to avoid trip hazards in the library corridor and cloakroom. Students are advised at induction of the need for individual responsibility in order to avoid trip hazards in the library and staff maintain daily checks.
- Signs are posted advising students not to attempt to open windows themselves but to ask library staff. Library windows are old sash windows with some broken sash cords. There is potential danger for staff here also. On the first floor IT area windows can only be opened by staff standing on a chair, and then on a table and finally on a windowsill. Staff have discontinued this process for safety reasons and library window repair or an alternative means of ventilation is on a building works list.
- When the library extended to two floors in Summer 2000 a new internal stairwell linked both floors. There have been safety issues with this stairwell since its construction, all of which have been detailed and raised at the appropriate level by library staff. Various modifications have been made during the time period under review, the most comprehensive being in 2005. Further modifications may be necessary.

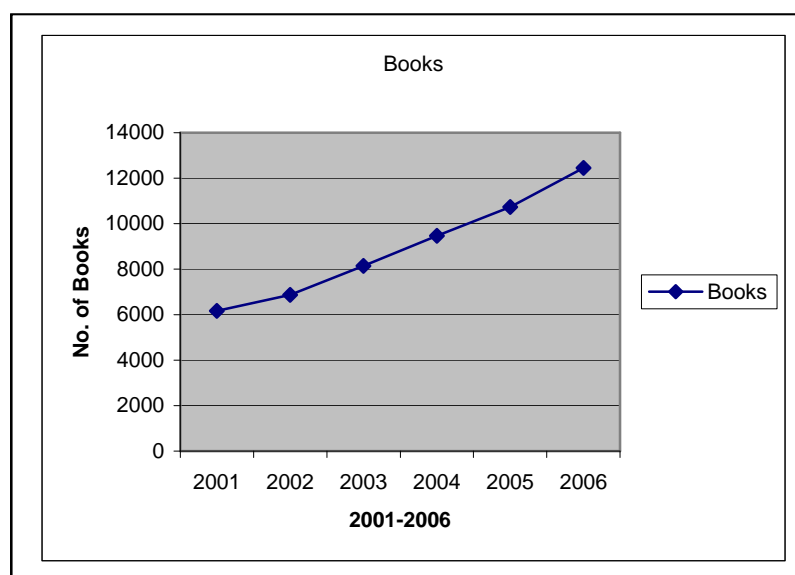
⁷ Safety, Health and Welfare at Work Act 2005

- Over the years the library has bracketed old shelving to library walls to ensure safety. This shelving has now been replaced.
- Summer 2005 saw a major movement and rearrangement of library book shelving. Every effort was made to include appropriate space for wheelchair access to bookshelves, going on the minimum recommended 1.1 metre specification.⁸ Bookshelves were deliberately moved out from the walls to eliminate dead ends and enable fluidity of access.
- Cash holdings on site can be a risk to staff. The library holds cash on the premises, i.e. fines box and coin dispenser (for purchase of photocopying cards). Due to banking procedures beyond our control, the library also holds significant amounts of miscellaneous coin to be banked at month end. The library needs to review its procedure of cash storage.
- Personal security and student safety must be a priority and the absence of campus security or a library porter is unfortunate. In addition, the library struggles with the restrictions of an old building. While every effort is made to adapt and work progressively within these constraints, continuous monitoring of the library building takes up a disproportionate amount of staff time.

5.2 Service Delivery: Learning Materials/Collections.

5.2a Books

Figure 3. Growth in book stock 2001-2006



- **Acquisitions.**

The library buys chiefly on the recommendation of academic staff. The purchase of books, involves much consultation with our lecturing colleagues. Increased funding is given to new courses such as Architectural Technology in 2006, and funding is withdrawn from courses that are being discontinued as with the Computing degree in 2005/2006.

- **Procedure.**

There is an acquisition procedure in place for books (and audiovisual resources) which works efficiently. The library receives all purchase requests by email and lecturers are

kept apprised of the progress of all orders. The library calculates that it may take 10-12 weeks from receipt of a bulk order to receiving the books in the library. (Test title: book order entered on Millennium on 22nd July 2005 was delivered to the library (invoice date) 9th Sept, 2005.)

- **Purchasing Timetable.**

Currently the ordering process necessitates forward planning by lecturers. Castlebar orders in bulk once a year, in the summer months, with a view to having books on the shelves for the start of the academic year. A small amount of funding is kept to support small orders, for example a new lecturer arriving in September with a few specific book needs. In 2006 the library began to set up electronic

⁸ Building Regulations Part M, Access for People Disabilities, 2000.

ordering between library and bookseller on our *Millennium* management system. There is scope here for future streamlining and speeding up of the ordering process. Also perhaps less restricted use of the GMIT Credit card system would facilitate quick or emergency purchase of resources.

- Book Suppliers.

The library chooses its book suppliers with care and has in the past changed supplier if necessary. In a small library with limited staff time it is important that the booksellers provide an efficient and timely book supply service, which includes proper progress reports on current orders, (titles out of print, or awaiting a print run). The information is passed on to lecturers and other choices can be made. The library also requires all booksellers to provide a book processing service thereby saving library staff time. Suppliers need to be able to provide these services in an efficient manner.

- Out-of-Print Titles.

Special effort has been made in recent years to source out of print titles in an effort to plug collection gaps or to support specific modules such as Irish Folklore.

- Collection Development.

The library book collection has subject strengths and weaknesses. Book stock has doubled from 6,200 items in 2001 to over 12,450 in 2006 (*fig.3*). Nursing (in 2003-) accounts for circa 2,500 of these books with the remaining 3,500 books purchased for our other programs. The nursing book collection is a library strength, begun in 2003 and with adequate funding to date. It is a collection with a high percentage of multiple copies which nonetheless comes under pressure with the demands of two four year degree programs, two add on (level 7 and 8) years, and longer lending periods given to Nurses on Clinical Placement. The library has highlighted the need for continuity of funding to maintain sufficient book stock.

The library has concerns with regard to the quality and quantity of book provision to our other programs, with specific concerns regarding Heritage, Outdoor Education, Business, and Continuing Education programs such as Art and Design. Concerns centre on the age of the book stock, the need to refresh stock with new editions, lack of multiple copies and basically insufficient budgets to build a *broad* collection.

5.2b Audio Visual Resources

Figure 4. AV/CD-ROM collections 2001-2006

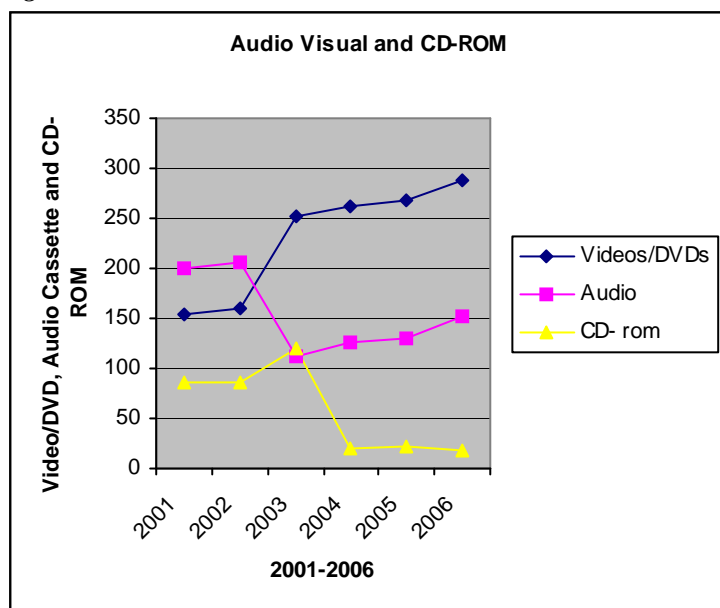


Table 6. AV equipment

Audio Visual Facilities	Quantity	Notes
TV/Video Player Workstation	1	1999
TV/Video Recorder-Player Workstation	1	2002
CD/Audiocassette Players Workstation	2	1999
DVD / TV Combination Workstation	1	2003-

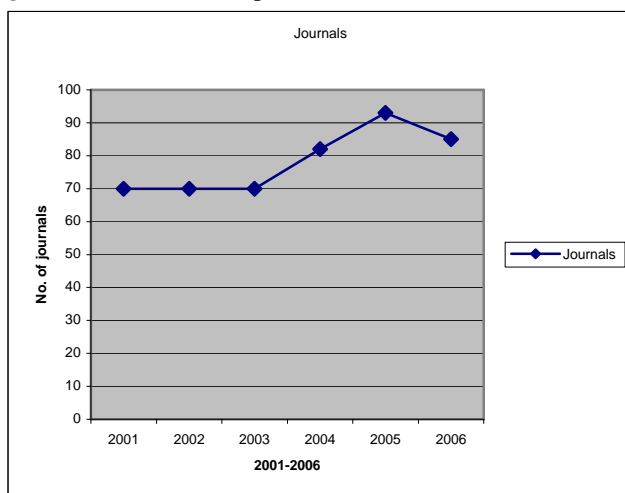
- Videos have been overtaken by DVDs which was anticipated with the purchase of a DVD player in 2003. Audiocassette numbers dropped between 2002 and 2004 mostly due to weeding out of old,

damaged stock. CD-ROM purchase has decreased since 2003 mostly due to the dominance of web based technology.

- Management of the use of AV resources has improved over the five-year period. When retrospective cataloguing was completed circa 2004, the library began issuing items to students (for library use only) and staff on the circulation system, which allows proper statistical records to be kept.
- In an effort to increase usage of AV materials the library initiated a pilot-lending program in September 2006. A comparison of circulation statistics from September to December 2006 and the same time period in 2005 show a 60% increase in use in 2006.
- The library thought of increasing the number of Audio-Visual workstations but now that students can borrow resources this may not be necessary. Unfortunately there has been some damage to DVD stock. The library is currently reviewing the policy with regard to lending DVDs. Damage to stock may demand a return to library use only for this particular resource.

5.2c Print Journals

Figure 5. Journal subscriptions 2001-2006



- Subscriptions.
Print journals subscriptions are monitored on a yearly basis. Each Spring lecturers are asked to review a costed listing of current subscriptions in their discipline. Subscriptions to print journals will also depend to a large extent on electronic subscriptions. Where a journal is available electronically it may be appropriate to cancel the print subscription and indeed withdraw the print archive from stock. Sometimes electronic access is linked for budgetary purposes to print subscriptions so there are limitations on our capacity to do this but continuous monitoring is necessary.

Due to financial and space restrictions hard decisions may have to be made. The library cancelled all subscriptions to computing print journals in 2006 when the Computing Degree program was discontinued. The budget was reallocated to an E-book database after consultation with lecturers on the Information Technology Support program.

- Usage.
Every effort is made to monitor student use of print journals. Their use is not recorded on Millennium and so there are no system-generated statistics. It is however, obvious to front desk staff that some disciplines use their journal collections more than others. In Castlebar, the Outdoor Education, Heritage and more recently Nursing students are the biggest users of print journals.
- Collection Management.
It is important to ensure that current issues of journals are received and available to students as soon as possible. U.K. and American issues not received need to be pursued through an electronic claiming process with our subscription agent. In this way the library monitors late or overdue issues, avoids gaps in the collection, and ensures value for money. The library finds it more satisfactory to make direct phone calls to Irish Publishers.

- Archives.

The library limits the amount of print journals archived. This may be due to lack of space, or decisions based on the quality of the journal itself, for example the journal may be a weekly with information that will date quickly. Space restrictions require that some of our older journal archive be housed in a store and therefore not on open access. In 2001 the library made the decision to stop binding journal stock. This decision was made for both budgetary and quality reasons. Usage of bound journals did not merit the cost of binding and many of the journals were more popular in content than academic and so it was deemed unnecessary to bind. Castlebar currently has a policy of holding journal back issues on open access in boxes. Others are not kept or current and previous year only are kept.

5.2d Electronic Resources

- Changes

There has been some change in electronic resource provision over the five-year period. Changing and emerging technologies ensure that information provision is constantly developing.

In 2001 the library was still loading programs from floppy disk on to student computers. Databases such as Factfinder, Proquest, Technical Indexes were purchased on CD. All have since changed to web where users can set up alerting and current awareness services.

Blogs, RSS feeds and Wikis are some of the latest communication tools available. Library staff will receive practical training on these emerging technologies in the near future.

GMIT web based electronic databases have increased in number from 12 in 2001 to circa 35 subscriptions in 2006. Many of the web based electronic databases are bought and managed from the Galway campus library. Castlebar pays 30% of the cost of Technical Indexes. The three Nursing databases and the Safari Ebooks database are paid for and managed at Castlebar.

- Collection Management

Close monitoring of database subscriptions is necessary to ensure quality of service and best value for money. For example journal bundles can change in quantity and title. Search functions and facilities can be changed and information from Service Providers may be vague. A recent change in journal title provision on Blackwell Synergy was immediately relayed to lecturing staff. The library currently subscribes to three Nursing databases, Ovid, Ebsco and Blackwell Synergy. The latter was to fill the gap identified in resource provision to our Psychiatric nursing students. Another resources *Revfacto*, was cancelled due to lack of use. This was done after discussion with lecturers and a survey of student use.

Reduced subscription rates are possible through consortia subscriptions. Castlebar has received a reduced rate for a new subscription to Encyclopaedia Britannica due to Britannica's efforts to court the Irish Universities. In 2006 the library made a budget saving of €1,500 by changing service provider for Cinahl.

- Service Providers

Some background research is always necessary before choosing service providers. Before subscribing to Nursing electronic databases in 2004 the library:

- Liaised with the Head of Department in Nursing with regard to nursing needs,
- Spoke with the HSE Librarian who had provided the initial library service to nursing.
- Liaised with Service Providers.
- Checked the other Institute of Technology electronic resources and spoke with the relevant librarians.

- Hardware and Environment

Good quality computer hardware is important for use of electronic resources. The number of PC workstations has increased from 12 in 2001 to 14 in 2006. Ten of these (year 2000 vintage) computers were replaced with new models in 2005. The remaining 4 were upgraded with second hand higher specification machines. The print payment software purchased in 2003 was also upgraded in summer 2006.

There is a need to examine the physical environment for provision of library IT resources and for user training as mentioned previously in this document. Currently the 14 library computers are heavily used for research. There is no access to Microsoft Office although readers are available so that students can read MSOffice files. The library intended to provide access to Microsoft Office when more student computers were provided in the new physical development .

5.3 Service Delivery: Measurement of Service Use and Service Satisfaction.

The library measures service use in a variety of ways. Activities such as circulation, requests, and electronic resource use can be measured in part by analysis of statistics. It is difficult to track or statisticize the actual amount of *service contacts* made by staff each day. A measure of the number of 'bodies' who pass through the library door each day would be helpful. The security system has a *counter* facility that needs to be investigated. Students and staff are represented on the Library Committee and all students are encouraged to come to staff with any queries or problems.

The review will look at:

- Statistics and user surveys.
- A sample of miscellaneous complaints to show how the library responds.
- Feedback from the special Library Committee meeting held to discuss the review.

5.3a Circulation statistics

Table 7. Annual circulation statistics, 2003-2006

Year	2003	2004	2005	2006
Annual Totals	16,855	24,027	26,949	26,163

- Circulation statistics track every activity on our circulation system, borrowings, returns, requests, renewals etc. It is a measure of the use of some library resources, mainly books and audiovisual. Table 6 shows the significant increase in circulation figures, a 42.6% increase between 2003 and 2004 despite a 13.9% drop in student numbers from 973 to 838. Much of this increase was due to the start of library services to nursing in November 2003. It is also due to a pattern of increased growth in library use each year. Between 2004 and 2005, note a smaller increase of 12.2% and then a 2.9% decrease between 2005 and 2006. This drop in library circulation activity is reflected throughout the campus libraries, Galway and Cluan Mhuire had a 17.2% and a 6.3% decrease respectively. Falling student numbers would have some bearing here, but the increase in the use of electronic resources and remote access to these resources may account for some reduction in print resource circulation figures.

- It should be noted that first and second year nursing students spend some 26 weeks on clinical placement each year and third years spend the complete year off site. Castlebar has third year degree students since 2005. These students continue to use the library but circulation activity is less frequent as longer lending periods are given. It may be interesting to track usage statistics in the future to see if there is an obvious slump every three years when so many students are off site at the same time.

Table 8. Circulation activity per full time student, 2003-2006

Circulation Activity	2003	2004	2005	2006
Annual Totals	16,855	24,027	26,949	26,163
FT Student numbers	973	838	835	797
Activities per FT student	17.3	28.6	32.2	32.8

- Despite the fluctuation in student numbers Table 8 would indicate an actual increase in activity per student suggesting that the library is not less used despite a slight drop in overall student numbers. These numbers are not completely representative, as they do not

include part time students some of whom are big library users, in particular the Art & Design students.

Table 9. Annual circulation activity by month, 2003- 2006

Month	2003	2004	2005	2006
January	2049	1958	3294	3005
February	1839	2212	3578	3067
March	2356	3104	3037	3910
April	1657	2089	4240	2742
May	1546	2310	2525	3110
June	292	348	304	354
July	159	98	144	207
August	149	221	301	240
September	927	1306	1520	1055
October	2110	3218	3210	2896
November	2112	4387	3086	3767
December	1659	2776	1710	1810

- Examination of the statistics in Table 9 would indicate that February – May, the months leading into the main summer exams, are the busiest periods. October and November are busy months too, and in 2004 the big increase can be explained by services to Nursing. November 2005 and 2006 show steady usage and with the roll out of Modularisation and Semesterisation the period November –December may become even busier.

5.3b Requests Statistics

Table 10. Internal (Castlebar) requests

Internal campus requests	2006	2005	2004	2003	2002	2001
	139	167	106	66	114	53

- These statistics are a record of all Castlebar books requested by Castlebar students and staff. This data is useful for pinpointing patterns, for example, specific titles being requested repeatedly would indicate that the library should acquire additional copies.

Table 11. Inter-campus requests.

Inter-branch Loans	2006	2005	2004	2003	2002	2001
Supplied to Galway/C. Mhuire/Letterfrack	208	207	206	341	209	157
Borrowed from Galway/C. Mhuire/Letterfrack	381	398	334	291	229	144

- GMIT libraries operate an inter campus request system. Since 2004/2005 the library has examined data on all items requested from other campuses, retrieving titles and number of times the same title is requested. This data can be used to identify gaps in stock. Budgets permitting these titles are prioritised and those requested more than once may be bought into stock.
- Every effort is made to use staff travelling between campuses as a delivery channel for books. This is not always possible or reliable and to ensure an efficient, fast service to users, postage is often the most reliable, if expensive, mode of delivery. It is important that Castlebar provides a fast turn around time with this service as we quote our multi campus status as a plus in resource provision and as a back up for our own small book stock.
- The timescale for satisfying a request can range from a very quick two-day turn around time or two weeks if for example an item is on loan. Students are told this when they request items. In 2003 the library contributed to an exploratory committee investigating the possibility of a courier-bus service between campuses, which might have been useful for delivery of books inter campus. This did not

become a reality. Currently library policy is that requests must be posted. Returning stock can be delivered by inter campus traffic. A cost analysis of the annual expense incurred through postage might be useful.

Table 12. Inter library loans (ILLs) from external agencies.

Inter Library Loans	2006	2005	2004	2003	2002	2001
General	58	72	65	60	103	78
Nursing	120					
Total	178	72	65	60	103	78

- The library uses the *British Library* and *Subito* as suppliers. Use of *Subito* began in 2005. It delivers journal articles electronically and is less expensive. A student can receive a journal article from *Subito* 24 to 48 hours after submitting the request. An inter library loan book will take an average 10 days from user request to delivery.

- ILL requests have fluctuated over the years. Mostly our third and fourth year degree students and our small number of postgraduates use ILLs. The degree programs in Nursing and an increase in database workshops in 2005/2006 are responsible for the 2006 Nursing ILL figure. Up to 2006 nursing ILL figures were included in the total general figure. Separate figures for Nursing ILLs are being kept since 2006 in order to track expenditure in each budget. There will be a greater demand on this service if our postgraduate numbers increase as planned, particularly in Nursing.

- Inter Institute Loans.

Millennium has made it possible for the Institute of Technology libraries to inter lend as requests can be made electronically on the *Millennium* system. The timeline between request and receipt can be up to two weeks depending on availability of stock. *Millennium* has provided the technology for Institute libraries to inter lend, presuming the libraries have the volume of book stock and multiple copies needed for this service to achieve its potential.

5.3c Electronic Resource - usage statistics

Use of electronic resources has increased and may account in part for a drop in book circulation. As previously stated GMIT currently has circa 35 electronic subscriptions.

- Figure 6 shows a 92.5% increase in user sessions between 2004 and 2005. These figures are for all of GMIT libraries. The new Nursing databases would have been a contributory factor to this increase with a more modest increase of 8.2% between 2005 and 2006.

Figure 6.

Total Database Sessions for Subscribed Databases 2004, 2005 & 2006

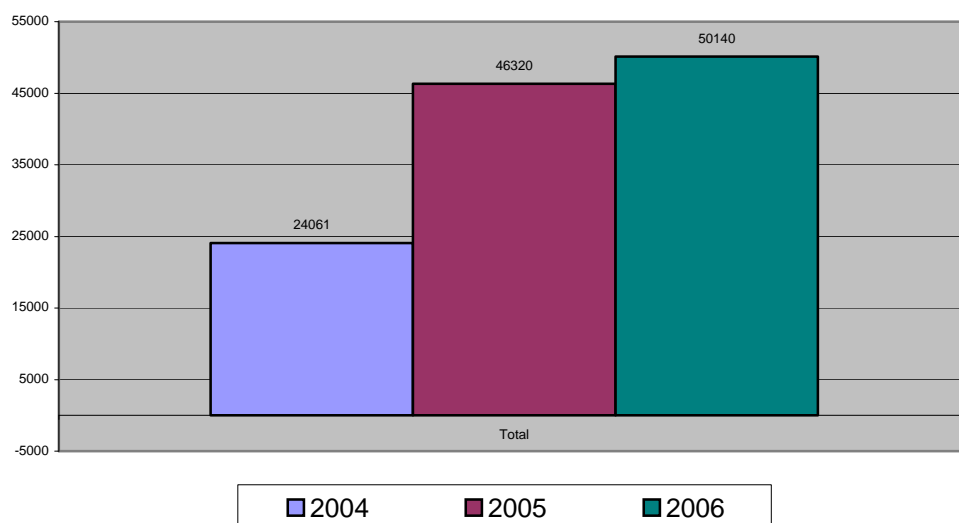
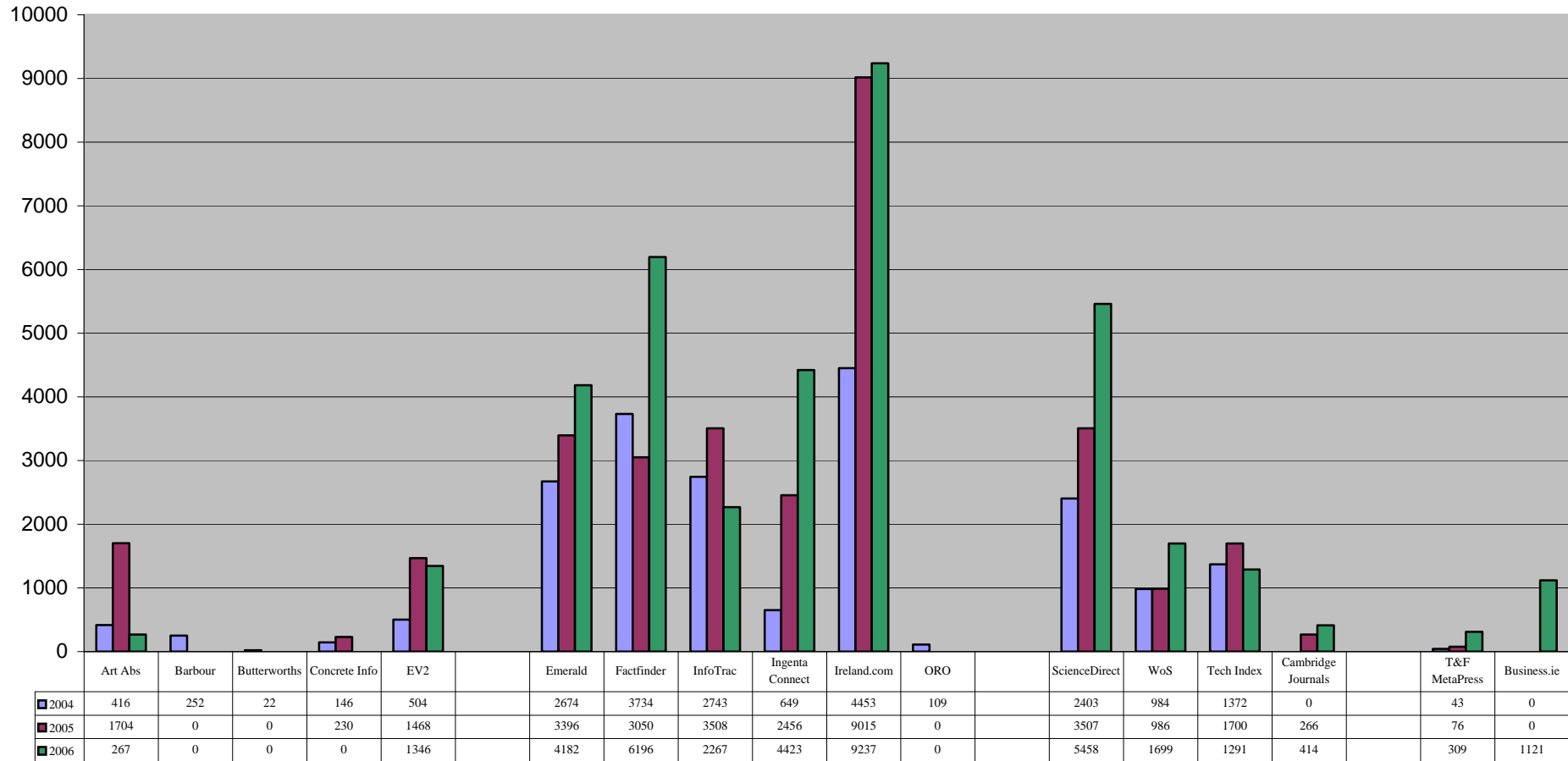
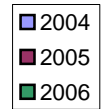


Figure 7.

All GMIT Subscribed Databases 2004, 2005 & 2006.
Individual database usage.



• Figure 7 details usage of each individual database. This is useful for monitoring increases or decreases with a view to decisions on cancellations and subscriptions.

Comprehensive statistics for Nursing Databases are available from 2005.

- There are three main ways of counting or judging database use. These are the number of *sessions* initiated by students and staff; number of *searches* carried out when logged on to these sessions; and, the number of *full text articles* requested by students and staff of any given database. This produces detailed quantitative information on database usage.

Figure 8. Nursing databases: searches and sessions, 2005-2006.

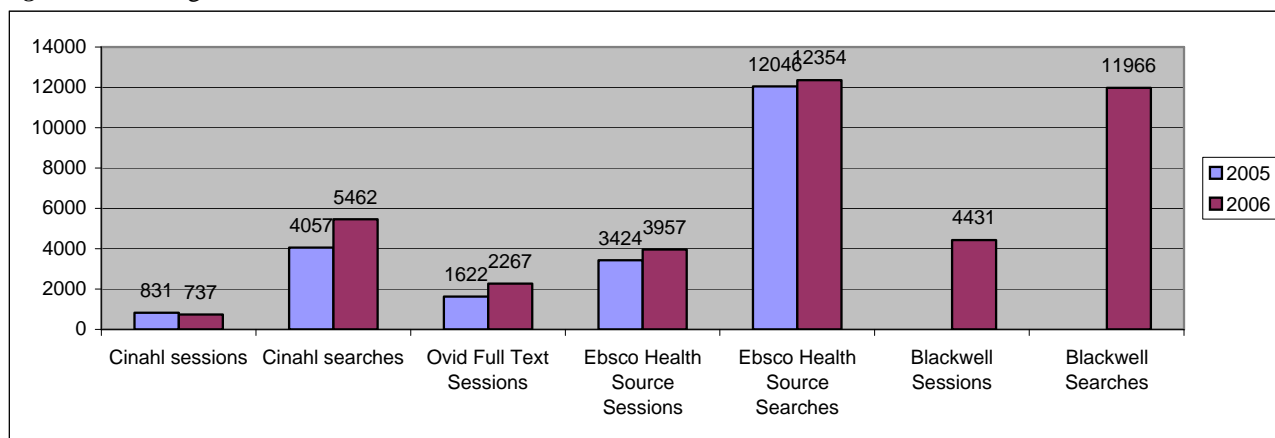
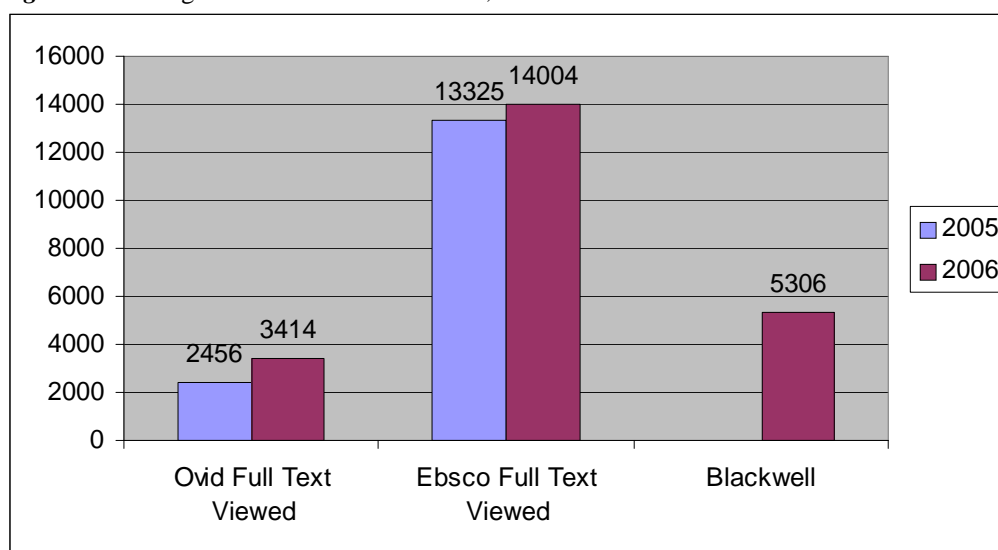


Figure 9. Nursing databases: full text viewed, 2005-2006.



- *Cinahl* (Cumulative Index to Nursing and Allied Health Literature)

In 2005 there was a total of 831 student research sessions carried out on *Cinahl*. These sessions resulted in 4,057 searches and October was the busiest month. In 2006 there was a total of 737 student research sessions amounting in 5,462 searches and March was the busiest month.

- *Ovid* (*Nursing Collection 2*).

In 2005 a total of 1,622 students logged on and viewed 2,456 full text articles from the *Journals@Ovid* database. November was the busiest month and the *American Journal of Nursing* was the most consulted Journal. In 2006 there were 2,267 research sessions with 3,414 full text articles viewed. March was the busiest month in 2006 and again, the *American Journal of Nursing* was the most consulted journal, making it the most consulted journal in *Ovid* that year.

- *Ebsco* (Health Source Nursing Academic Edition)

In 2005 there were 3,424 sessions and 12,046 searches translating into 13,325 full text article requests. October was the busiest month. In 2006, there were 3,957 sessions and 12,354 searches translating into

14,004 full text article requests. March was the busiest month. The *Journal of Advanced Nursing* was the most consulted title both years.

- *Blackwell Synergy (Psychology Bundle)*

The subscription to Blackwell Synergy commenced in April 2006. For the nine months of the subscription, there were 4,431 sessions, 11,966 searches and 5,306 full text requests. The most consulted journal was Journal of Psychiatric and Mental Health Nursing.

5.3d User Surveys

The review will examine two user surveys. Detailed survey results can be found in the appendices. A survey of all users in March 2005⁹ returned 174 completed questionnaires. 95% of the returned questionnaires were from students. This survey will be used for the purposes of measuring student satisfaction.

The staff questionnaire in February 2007¹⁰ returned a total of 28 questionnaires (26.6%) from 105 distributed questionnaires.

Brief Analysis of 2005 Survey.

- On the positive side, 88% of respondents thought the library important for them and 91% visited daily- weekly. Over 79% used the book stock daily- weekly.
- Minimal use of resources such as *maps* is no surprise as they have a specific user group and 64% stated they never use them. Possibly a more detailed user specific survey targeting the groups of students who need to consult maps (Heritage, Construction and Outdoor) would be useful here.
- 56% use journals daily- monthly with 29% never using them. The library has cross- referenced the current print issue of a journal with the electronic database where back issues are available. This linkage between hardcopy and softcopy is very useful in opening new options to the students who only browse our print journals but are not aware of online resources. This linkage may help to increase usage of both print and electronic. Some libraries have started a cost analysis i.e. divide cost of specific journals by student numbers studying that discipline. This is decision making from a 'cost' based analysis only.
- 37% used Electronic databases daily- once a week, with 12% using them once a month and a disturbing 40% never using them. Information skills training increased in the academic year September 2005 to May 2006. In the past much training centred on third and fourth year students. Efforts were made to expand the scope and train first and second year student also. The ideal scenario would be to provide training to all years appropriate to their needs and thereby build up a knowledge base amongst students. This would be part of any strategic plan formulated in summer 2007 but it will be totally dependant on the library's capacity to dedicate staff resources to this area.
- 78% of users never used a videotape and 84% never used an audiocassette. The audio collection is largely language based with much of it quite dated and library staff were not surprised at the lack of use. Outdoor education videos would be the most used with business and heritage videos getting a certain amount of use. The library purchases all video material on DVD now and the pilot AV lending scheme from Sept 2006 has increased usage.
- Library computing facilities came in for some criticism with around 50 'poor' responses and 48 'good' responses and 42 'adequate.' Printing facilities recorded 40 'adequate' replies, 38 'good', 34 'poor' and 30 'very poor'. There were some problems in Technical Services (in 2005) such as network/hub upgrades and provision of student log-ons and accounts, which reflected negatively on the library. In 2005 use of library computers increased by four times what it was the previous year putting pressure on facilities. Library computers needed upgrading and in summer 2005 the library gained 10 new PCs. In 2005 the library print payment system was six years old and the computer supporting it was the same vintage. In summer 2006 the library upgraded both.

⁹ See Appendix A

¹⁰ See Appendix B

- Library opening hours were considered 'good' to 'very good' by 40% and 'adequate' by 32%. 28% thought them 'poor' to 'very poor'. The library extended to evening opening hours and Saturday mornings in April 2005. This is not necessarily a direct response to the survey as the library extends each year before exams.
- Over 60 replies rated library staff helpfulness at very good and over 50 replies rated it as good. Responses to library instruction were positive and showed 58% had received some type of instruction. The highest approval rating was for *one to one* instruction with staff. Overall there was satisfaction with the library environment with the highest dissatisfaction with the library noise level. In summer 2006 carpet strips were laid over the wooden ground floor which had been an obvious source of noise.
- Overall, 55% were satisfied with the library, 10% very satisfied and 25% somewhat satisfied.

Brief analysis of 2007 Staff Survey

- Academic staff was the best - represented staff section of the college. Of academic staff respondents, 63% were from Business and Technology and Humanities, 33% were from Nursing and Health Sciences. 7% of respondents were from Administration and 7% were from Technical services.
- Of the staff that replied to the questionnaire, 25% visit the library on a weekly basis with book borrowing being the service they most required. 21 staff members who replied to the questionnaire found the Library website easy to access and 20 staff members found it easy to find information on the website.
- Of the databases, Ebsco was the most used, closely followed by the Irish Times. Blackwell Synergy and Cinahl were the next most used databases.
- With regard to Information Skills Training, 92% of those surveyed said students should be provided with information skills training and 96% said staff should also have access to Information Skills training. The latter is interesting considering the low take up by academic staff of any training offered. In October 2006 when academic staff were asked to take part in database training provided by a Service Provider, only one person out of a potential audience of 13 accepted our invitation.
- Of Library opening hours, 7% thought opening hours were very good; 57% thought opening hours were good; 32% thought they were adequate and 4% thought they were very poor. Comments on opening hours included suggestions that the library open later in the evenings and on Saturdays from 10pm – 1pm.
- Under *Additional Comments* (Question 15), most respondents were very complimentary to library staff and the good service provided by the library with only one person mystified as to the nature of library functions.

Survey results collected in this manner are not completely satisfactory as generic questions asked of all users may return distorted results. For example all staff were asked how often they used Safari and the largest answer was never. Safari is only applicable to a small number of staff so maybe they alone should be surveyed on this topic. These questionnaires rarely produce conclusive results but are none the less interesting feedback. Possibly more specific surveys to specific target groups would yield more conclusive representative results.

5.3e Other Mechanisms for User feedback

The library deals with all complaints and problems. There is an agreed policy of staff listening courteously and if possible expediting any problem or issue. If necessary, staff will seek help or clarification from colleagues or refer the situation to the Assistant Librarian. Most of these issues are brought to our weekly staff meetings where they are discussed and debated.

Six Case Studies of complaints:

- Noise

An individual student complained about noise on the first floor study area of the library where a group of students were collaborating over a project. Some coursework requires students to work and converse as a group. The library has no group study facility but students are told that it will be brought up at Library Committee. One option is for students to use classrooms near the library but they like to have access to all library resources. Also the library does not like to send students elsewhere when the library is open. This situation is ongoing and the library continues to look for more space facilities.

- Millennium Release 2006

This upgrade of our Millennium management system caused some small glitches in our circulation system. A number of students who had returned books were receiving overdue notices even though their accounts had been cleared. This was a system problem so the library forwarded this complaint through the appropriate channels to the help desk. Meanwhile the library took responsibility for the 'malfunction', no fines were charged and apologies were made. Library staff also began sorting through overdue notices manually to weed out erroneous notices. This points to the importance of proper management of complaints.

- Scanner

A student wanted to use the scanner but the computer workstation was occupied. The student felt that the workstation should be totally dedicated to the scanner function. It was explained that this was not possible due to the heavy demand on computer workstations for Internet access and research. The student was told that he could choose a time and reserve the workstation with library staff. The library realised it would be a good idea to put a notice on the scanner offering the booking option.

- Service interruptions

Internet downtime will happen at intervals due to computing services network maintenance. If the library is aware in advance notices will be posted in the library.

In the event of computer / printer breakdown the library technician is informed immediately. If the problem is straightforward turn around time is good, although the technician has other responsibilities on campus in addition to the library. Also, Computing services do not have maintenance contracts on printers resulting in possible unnecessary expense and delay in repairs.

In the event of a photocopier malfunction or breakdown, a service call is made immediately to the company. Response time is good, usually 24 hours turn around time. Notices are posted appraising users of the situation.

- Classification

The library has had two queries from different lecturers with regard to our *Dewey Classification* scheme. There were queries as to why books that would appear to be in the same general subject area were placed under different *Dewey* numbers. Staff met with both lecturers explaining how Dewey breaks down the subject matter in a book and reflects the different subject emphasis. Staff also explained the various standards used and how the library may look to the British Library and Trinity College for guidelines.

- Electronic provision of exam papers.

A query from a lecturer as to why students could not access electronic versions of exam papers. Students must log in using name, ID number and Pin number in order to bring up exam papers online. Students were not logging in properly.

Note:

Overall there have been problems making exam papers available electronically to students. Lecturers are required to make the papers available in soft copy for library staff. There has been a very poor level of response from lecturers in this regard. Procedures are in place but are not being followed. Summer papers should be available to the library before the summer term ends. In 2005, 60% of papers were made available to the library although not all by the required deadlines. In 2006 only 15.74% of summer papers were made available by September 2006, and 19% by November 2006. Only 35% of Autumn 2006 exam papers, were made available by March 2007.

5.3f Special Library Committee meeting held to discuss the review.

Feedback from the meeting can be summarized as follows:

- Lecturers felt that the library welcomes comment and criticism.
- Lecturer impressed with the number of students using the library during 'Library Ireland Week'.
- Investigate using the counter on security system to record usage other than that recorded on circulation system.
- Computing Technician agreed that the Student Computer area layout was poor. The current layout is not ideal and chairs need to be replaced. The issue of wireless access was discussed and possible negative /positive implications for the library.
- Ongoing problem with disabled access to the computer area on the first floor.
- Administration representative suggested lecturers lobby for special funding for books in some areas.
- Will library resources be sufficient to support the new Step Up Programs?.
- The committee recognised the challenges presented by the Enda McDonagh collection.
- Use of library extended hours may be linked to canteen opening hours.
- Lecturers requested training in information resources.

6. Access

The review will look at user access to library facilities and services.

6.1 Library Opening Hours

- The library opens for the teaching day and offers evening and holiday opening. Weekend services are limited to exam periods.
- Opening hours have varied over the past five years, as they are directly related to staffing numbers. The library operates on two floors making it difficult to staff with a core staff of five people. Part time staff hours have been a means of extending access hours since 2000.
- Since 2000 the library has not offered less than 43 hours access. From September 2003 the library has opened 45 hours each week for the first two terms. This operates on a five day week, Mon - Thurs 9.30am – 7.00pm and Friday 10.00am to 5.00pm. One staff member is on duty from 5.00pm – 7.00pm. Since 2004 the student shelver hours are scheduled for this 5.00pm-7.00pm period to help alleviate the lone working situation. Surveys have shown that students (when asked to prioritise) would like longer evenings and Saturday opening.
- The library has always tried to extend hours for the summer term as exams approach. In the past staff have lone worked up to 8pm and on Saturday mornings, increasing the access hours to 52 per week. Since 2005 the library has been successful in getting funding for the employment of part time staff which facilitates two people working together outside core hours. Library proposals have looked for staff for the complete academic year or for the second and third terms. Unfortunately these hours have only been forthcoming for the summer term. The library is very aware that extended evening and Saturday opening is desirable from at least the second term.
- There is a continuous student demand for greater access hours. With the implementation of semesterisation and modularisation, demand for library access hours may increase.

6.2 Measurement of Library usage: evenings.

- The library does a head count each evening in an attempt to log the number of students making use of extended hours. In practice student numbers using the library drop significantly after 6pm. It is thought that this may be linked to the lack of a canteen service between 4pm and 7pm, which would allow students to eat on campus and also use the library. In addition, it is felt that it takes some time to build up a culture of evening library usage. However over the period under review, statistics show evening usage of the library has increased overall even though student numbers have declined slightly from 812 in 2002 to 797 in 2006.

Figure 10.

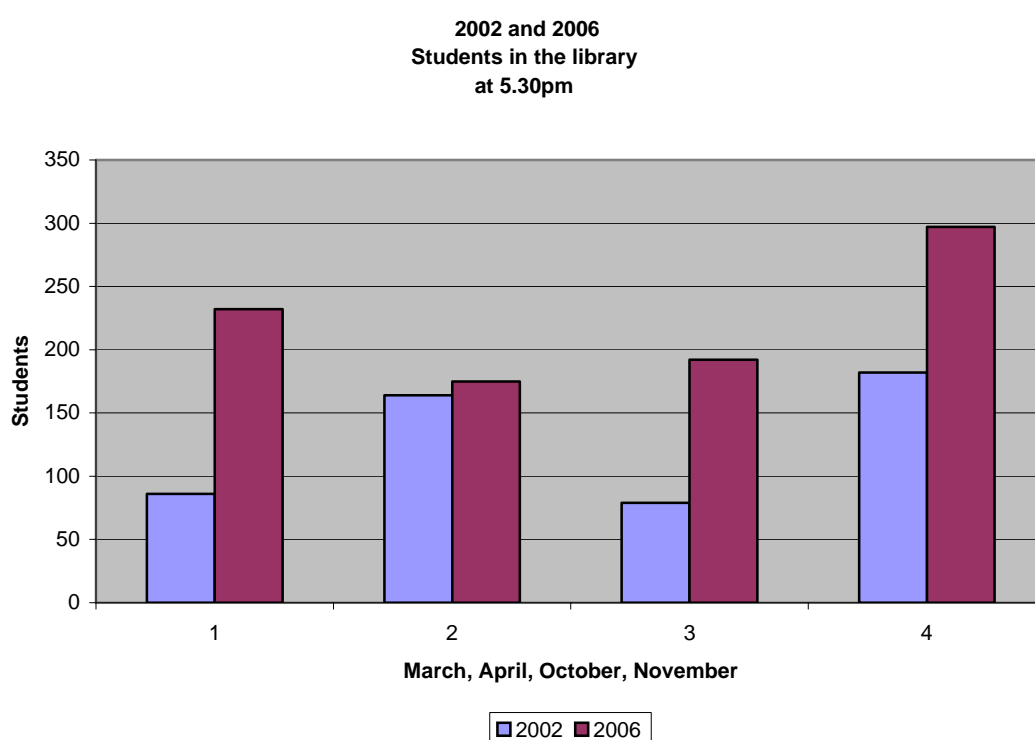
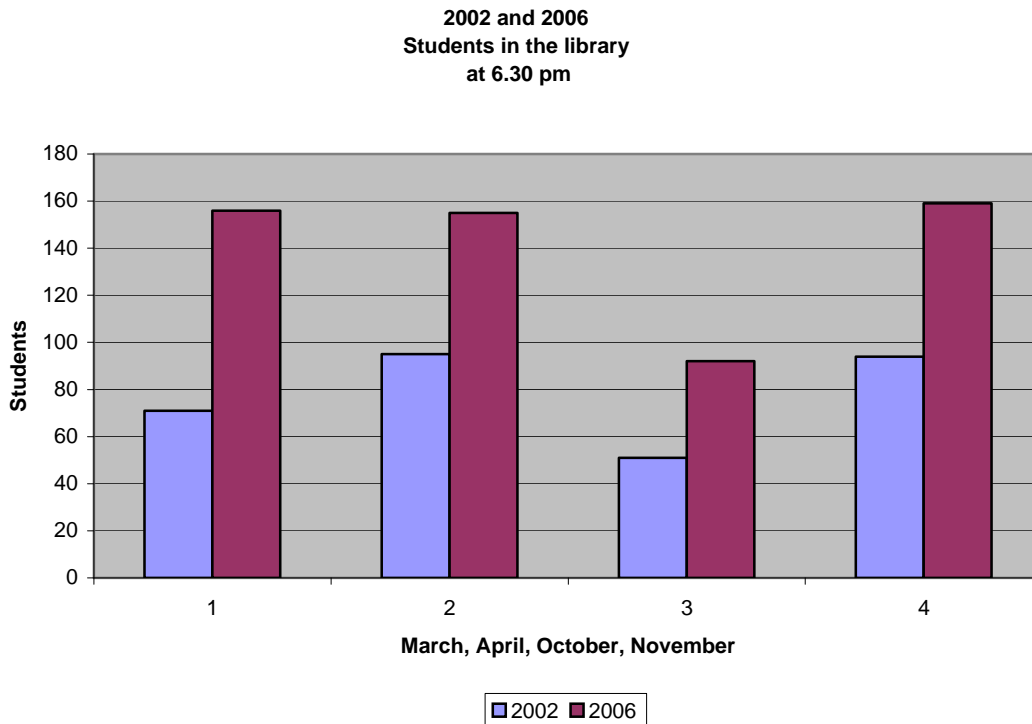


Figure 10 and Figure 11 represent a headcount of students in the library at 5.30pm and 6.30pm for the months of March, April, October and November for the two years 2002 and 2006. Note the increase in usage, at 5.30pm between the two years 2002 and 2006. Note also the overall increase at 6.30pm between 2002 and 2006 and the drop in numbers at 6.30pm as opposed to 5.30pm.

Figure 11.



The increase in library usage can be attributed to:

- Start of a fourth late evening in September 2003.
- Increase in provision of 8pm evening opening in five year period.
- Nursing students use of library from November 2003.
- Extended and more comfortable study area provided in May 2005.

6.3 Circulation System Statistics

Circulation system statistics track the busiest days of the week and the busiest hours of the day by measuring circulation activity on the system. We examined statistics for March, April and November, three of the busiest months of the academic year. Wednesdays proved to be the busiest day with Wednesday lunchtime 1-2pm proving to be the busiest hour of the week. This would reflect the Art & Design students use of the library every Wednesday.

6.4 Remote Access

The library provides remote access to electronic databases. This is very useful to staff and students with an Internet connection who may work from home. GMIT libraries have made this process of remote access easier for users by changing the means of access. Up to Dec 2006 access on campus was seamless and remote access was through the gateway *Athens*. The library introduced *WAM* in December 2006, which has made access off campus the same as access on campus.

6.5 Distance Learning

The library also provides distance learning services to students. Currently this service is provided to a Computing course which is taught off campus and to student Nurses on clinical placement. Since 2004 the campus has offered a computing course in Belmullet. Students were shown how to search the catalogue remotely and email their requests to the library. Lecturers facilitated delivery of books to Belmullet each week if necessary.

Each September the library examines the schedule of student Nursing Clinical placements. In this way we track when the four years are on placement and offer extra services to them. All students on placement are given extended loan periods of one month and this can be flexible if necessary. Students

can email or phone in requests to the library. They are also reminded that the library will post journal Inter Library Loans to secure addresses and in special circumstances books may be posted also.

6.6 External Community

The library welcomes members of the external community who wish to use print collections and study facilities. Due to limited stock these users cannot borrow. Many Junior and Leaving Certificate students use the library for study purposes in the Easter holidays. The Enda McDonagh collection may attract more researchers to the library.

7. User Education and Development

The library has always recognised the need for continuing user education. With an improved staff structure since 2003 more time was given to the organisation and delivery of user training detailed below. However the increase in demand for training from both students and academic staff puts the library staff structure under pressure.

7.1 User Training.

- The general introduction to library services given to new students as part of Campus Induction Week.
- Library induction tours given to all first year students during the first weeks of term. These tours are booked in according to course of study. Library and lecturing staff work together, class time is assigned to the library tours, so that in effect, every student is booked on to a tour. The library devotes much of the first three weeks of term to induction.
- Information Skills training sessions are given to students during the first term and throughout the academic year. Most of these sessions are actual timetabled class times where students are sent to the library for training.
- Information Skills sessions are provided for all Health Sciences staff.
- On-site training is provided from database suppliers for library and academic staff and students.
- *Webex* (remote) training based on an Internet and phone connection for library and academic staff.

In 2005 twenty five groups of Nursing students received tuition from library staff in the use of electronic resources. The figure is high because students from 1st to 4th year, including add on degree years were identified and timetabled for training.

In 2006 Library staff conducted 25 library induction tours to first years and 20 information skills in electronic resources workshops across all departments.

In September 2007 we expect this number to increase. It would be desirable to have a set timetable of electronic resource training for all students on all programs over a four-year cycle. Full time students will need refresher training as they progress through the degree programs. This is the ideal scenario but it is completely dependent on the capacity of library staff to deliver this training.

Both students and academic staff have shown an increased need for library training - from basic library induction to more specific electronic resource training. The Library Committee meeting for this review confirmed a desire for more academic staff training at suitable times of the year.

Information Skills training provides for :

- Course-specific needs.
- Tailored to course level .
- Mature and add-on students coming back into study.
- Specific queries, difficulties and needs.
- One-to-one sessions.

At all times, the library liaises with academic staff to ensure information skill sessions are tailored appropriately. In addition we encourage students to approach library staff themselves, but experience

would indicate that organised workshops, scheduled during class time have a better attendance and success rate.

Many add-on students are returning to study after a long absence and need support and affirmation. Extra help is required particularly in the use of IT and electronic resources. Library staff also need to keep abreast of Electronic Resource trends and developments. This points to the need for continuous training and development.

It is important that the relevant stakeholders recognise the need for ongoing library training.

7.2 Training Facilities

The library does not have a dedicated training room. Information skills workshops are conducted in the student computer area. The lack of a proper training suite and facility means offering the service to some students, while disadvantaging others and thus creating pockets of inefficiency in the overall library service.

7.3 Library Literature

On another level, User Education also refers to the user's experience when navigating the library. To this end, library staff produce and update posters, leaflets, and brochures on a regular basis including:

- Course Resource Guides
- Library Service Guides
- Recent Electronic Resource subscriptions and updates
- Library Signage
- Recent Book acquisitions
- Recent subscriptions to print and electronic journals
- Recent additions to Audiovisual material

8. Staff

8.1 Library Staff Structures, 2001-2006

Figure 12. Castlebar Campus Library staff structure, December 2006

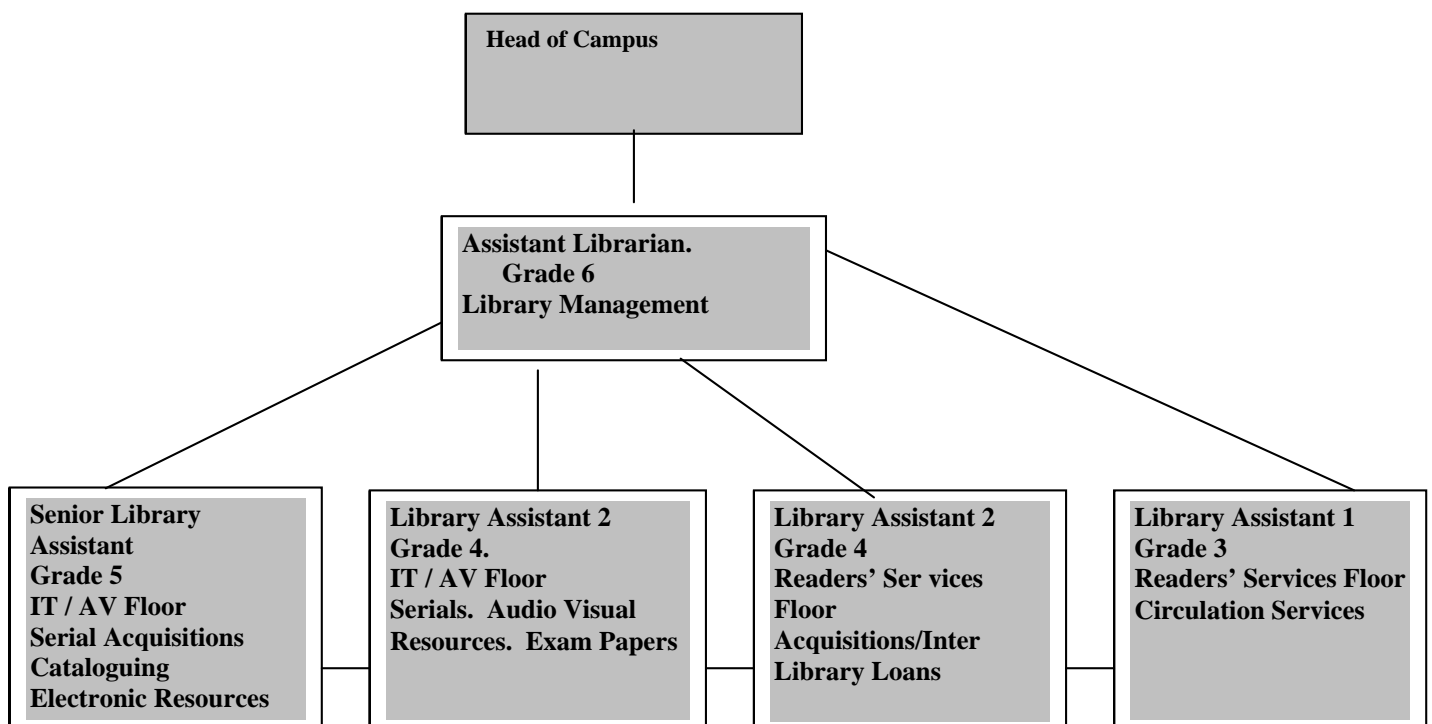


Table 13. Staffing structures 2001-2006.

<u>Year</u>	<u>No of Staff</u>	<u>Structure</u>	<u>Notes</u>
1999	3 Full Time and 1 Part Time (20 hours)	Grade 5, Assistant Librarian (1) Grade 3, Library Assistant (2) Grade 3, Library Assistant (1 PT)	
Chapman Flood Mazzar Staff review - completed in 1999.			
July 2002	3 Full Time	Grade 5, Assistant Librarian (1) Grade 3, Library Assistant (2) Grade 3, Library Assistant (1 PT)	Part Time hours end.
Sept 2002	3 Full Time	Grade 6, Assistant Librarian (1) Grade 4, Library Assistant (2)	Recommended by Review-Assistant Librarian position upgraded to Grade 6 and two Library Assistant positions upgraded to Grade 4.
July/August 2003	5 Full Time	Grade 6, Assistant Librarian (1) Grade 5, Senior Library Assistant (1) Grade 4, Library Assistant (1) Grade 4, Library Assistant (1) Grade 3, Library Assistant (1)	A third Library Assistant (recommended by Chapman review) is appointed. A new Grade 5 at Senior Library Assistant is appointed under Nursing & Health Science.

There was a four year delay between the recommendations of Chapman Flood and Mazzar and subsequent appointment of staff. In that time the library expanded to two floors, collections grew, the student and staff body had increased, and in 2001 the library implemented a new Library Management system, *Millennium*.

8.2 Staffing and Opening hours.

- It is difficult to provide the extended opening hours demanded by students with five core library staff. The library has expanded physically over the years to two floors making it more difficult to staff adequately. Any further physical expansion will have to be aware of staffing levels.
- The library employs a student shelver for the first term (funded from the library budget), and part time Library Assistant hours since 2005 (funded from the Institute Pay budget). Since 2005 the shelver hours are scheduled in the evenings so that there are two people on duty. In this way the library could continue with evening opening.
- The library has also employed part time hours since 2005 to help with extended opening hours for the last term. In the past proposals have been made each summer detailing requirements for each term. The time delay between proposal, approval and then recruitment has meant that extending the hours occurs late in the academic year, usually around April.
- In addition, no proper recruitment system was in place and staff were recruited locally, by word of mouth. There needs to be an acceptance that the library will need part time hours each year and staff hours should be in place when needed. Some progress has been made in this area towards the end of 2006.

8.3 Staffing - Challenges, Training and Development

- In 2000/2001 training for the new *Millennium* management system was a GMIT library success story with all training project managed by the Galway campus library and delivered at the Galway campus. This was well-structured and planned as part of the MIS project. The need for ongoing learning and development must also be recognised.
- Castlebar followed up locally with various staff training sessions on the different modules. There was some refresher *Millennium* training (in Athlone) in 2003 which was attended by Castlebar staff and further training is planned in 2007.

- Much time and effort has been expended training up different part time staff especially in the years 2005 –2006. During this period the library employed five different part time staff at varying intervals. In 2007 the library has two new part time staff. It is hoped to achieve some continuity in part time staffing this year.
- The basic challenge each day is how to keep the library open with extended opening hours from AM to PM, to carry out all administrative work, to facilitate training and development and plan progression and expansion of the service.
- The library's priority must always be to staff the service points. The library must open in the morning and close in the evening. This is not always straightforward. Due to shift work and staff absences there may be one or two people on duty. This leads to possible cancellation of student training workshops, inability to attend training courses and ultimately lack of development. It leads to a culture of fire fighting instead of a culture of planned progression and improvements.

Library staff have, at times, felt a certain isolation in not being able to avail of training and development opportunities due to staffing and financial limitations. Operational matters sometimes encroach on time that should be spent on planning and innovation.

Actions for improvement 2006-:

- Every member of staff to avail of at least one external seminar 2006/2007. We have been fortunate in facilitating this to date.
- Ensure internal training. Since 1999, through 2000 (*Millennium* training) and 2002, the library has set aside time for internal training sessions. It is important to continue training from year to year and the library plans internal training in Summer 2007.
- Staff have travelled to Galway for communal training sessions such as database training. In the past two years Castlebar staff have taken advantage of the 'Webex Tutorial' model of training. It works particularly well where with an Internet connection and a speakerphone, a number of people can follow training on a computer screen. It is a way of delivering high quality training on campus. This method has been used for training from Database providers, Ovid, Ebsco, Emerald and Cochrane.
- Castlebar and Galway libraries have agreed to hold communal training on one campus site during the summer.

8.4 Staff Flexibility and continuity of service to the end user.

- All staff have their individual job descriptions and areas of responsibility. There is also a culture of flexibility and work sharing and all functions are procedurised. For example everyone knows the basics of circulation services, and can staff the front desk. Staff are informed of any day to day changes in circulation activities.
- With a small core staff it is useful to have an exchange or sharing of job skills enabling one to step in to someone else's job. For example, more than one person knows how to process an Inter Library Loan request. This necessitates internal staff training (as mentioned above) and a sharing of information. For example with only one full time staff on duty in the evening, that person needs to be able to answer basic queries on electronic databases. All staff have access to a list of database passwords, usernames and free trials which is updated regularly. The focus must always be quality service to the end user. The library has done some work in this area in the past but the effort must be sustained to ensure continuity of service in all but extreme circumstance.
- Another end product of sharing job knowledge and skills is that staff have an understanding of how all jobs contribute to the complete service, the *big picture*, and the interdependency of all job functions. Acquisitions staff will benefit from knowing about budget codes and funds. Circulation services will benefit from being better able to read a cataloguing record. Inter library loans staff need to have a good working knowledge of electronic databases. Ultimately the library service and the end user should benefit from a knowledgeable and motivated work force.

8.5 Staffing and the impact of Nursing.

The advent of Nursing presented some challenges to library staff, especially in the initial transition period, 2003- 2005.

- Management of a library service to Nursing included a third budget, liaising with new staff and a new Head of Department, compilation of more reports and recognition of the role of Bord Altranais.
- In addition to direct services to students, the increase in book orders, the integration of the WHB book collection, journal and electronic database subscriptions, together with greater equipment needs increased the administrative workload.
- Library staff also had to educate themselves in a new area of subject provision.
- Both full time and part time nursing students are mostly highly motivated students who need continuous staff support, ranging from assistance with electronic databases to increased use of the inter library loans service. There was a period of transition where students and academic staff adapted to the new library service - the previous service was provided by the then Western Health Board. There was some understandable confusion regarding changes in electronic databases, handing over of the Health Board book collection, changes in journal provision etc.
- To counteract this initial uncertainty the library and Nursing management had to work together to introduce good communication and information flow between library and nursing academics.

8.6 Staff and PMDS.

Library staff started the PMDS process in December 2006. The Team Development plan was completed in December and the Personal Development plans will be completed in summer 2007.

The personal development strand is useful in that each person has to think and assess performance to date, strengths and areas for improvement and finally suggest training and development needs. This process puts a focus on training and can hopefully lead to a greater emphasis on this whole area.

8.7 Staff Weekly Meetings.

Staff meet weekly to discuss work and matters of policy. Each Friday the staff meeting is held from 9.30am – 10.00am and the library remains closed.

The Assistant Librarian chairs the meeting in an open forum environment where all staff contribute. These meetings may include:

- Day to day operational matters
- Discussion of policy
- Planning the week ahead.
- Looking to the next term
- Summer projects list
- Planning towards the new academic year
- Reportage of points of information from various committee meetings such as Academic, Health and Safety, Buildings etc

Weekly staff meetings are not minuted by choice. The general consensus was not to minute in order to allow free flow of ideas and argument. It may be necessary to review this decision to facilitate part time staff that are not present at these meetings.

9. Communication. Promotion. Advocacy.

This section will show the communication systems in place within the library and between the library and other staff departments on campus and inter campus.

This section will also show how the library promotes itself as a service. Promoting the service is part of the whole marketing process. The library does not currently have a marketing plan but would consider including a marketing strategy as part of a strategic plan. The library understands the importance of projecting a positive image of the library within the campus, making sure it is up there on the *campus agenda*.

Being an advocate is a large part of the management function in a library and can be achieved through developing positive relationships with senior management, Heads of Department, and all departmental staff, academic, administration, technical, and maintenance.

9.1 Advocacy

Library staff endeavour to develop good relationships with all colleagues, academic and support. These positive relationships mean that colleagues can be called upon to support library initiatives and possibly champion causes such as applications for increased funding. Three examples of this would be:

1. The library technician has strongly supported library demands for an air-cooling system in the student computer area.
2. An academic colleague asked for funding for a new library electronic resource that was on trial.
3. The library received an increased budget in Continuing education (2006) through the relevant lecturers asking for more funding.

9.2 Communication between campus library staff

- Staff duties/job descriptions.
- Weekly staff meetings
- Procedures (Front desk routines booklet, *Millennium* procedures booklet on each floor, miscellaneous procedures file, and all procedures on shared staff drive)
- E-mail used to update staff when necessary.
- Necessary information to provide user services on each floor, for example, database passwords at ground floor circulation desk.
- One to one.
- Informal.

9.3 Communication between the library and other staff departments on campus

- Campus Staff Directory.
- Intranet library pages (2000-2005)
- GMIT website presence since 2005.
- Campus shared staff computer drive.
- Staff induction sessions.
- Book ordering procedures. Consistent interaction with Academic staff.
- Journal reviewing procedure (annual). Consistent interaction with Academic staff.
- Electronic database reviews/training. Consistent interaction with Academic staff.
- Promotions through newsletters/flyers/mail shots/notice boards
- E-mail.
- Membership on Academic committee, Buildings committee, Health & Safety committee and Strategic Review committee (2005-2006).
- Library committee. Academic, Administration, and Student membership.
- Support meetings. Academic, Administration, Library, Maintenance staff membership.
- Nursing meetings. 2005/2006 - the Assistant Librarian attended Nursing Course Coordinator meetings once monthly and general Nursing staff meetings if the need arises. This was to ensure good communication between library and Nursing department. Also Head of Department in Nursing meets with the Student Monitoring Committee and feeds back student concerns to the Assistant Librarian. 2006/2007 - Assistant Librarian meets monthly with Nursing Course Coordinators.

- Annual statistical report – to Head of Campus.
- Informal.

9.4 Inter campus cooperation and communication.

9.4a Communication with libraries

- All staff communicate with library colleagues on the other campuses. Most communication is with Galway and Cluan Mhuire and to a lesser extent with Letterfrack. This communication takes place by phone and e-mail.
- The *Millennium* management system. The library management system is managed from Galway. All campus libraries use this integrated system for acquisitions, serials, cataloguing, budget management and statistical reports. There is two-way communication with regard to upgrades, system errors, system changes and joint work arrangements such as the end of month budget fund reports.
- Common catalogue (web OPAC) – complete sharing of resources.
- Inter campus requests.
- Online databases – almost all shared between campuses.
- Inter campus training.
- Library and Information Resources Committee (2000 – 2004), inter campus committee set up by Academic Council to facilitate development of libraries.
- Professional body (Western Regional Section of the Library Association). This group serves as a conduit for communication, training and development for library staff in the western region.

9.4b Communication with Finance.

- All staff communicate with the Finance department on a weekly basis with regard to purchase orders and invoice payment.
- Monthly budget returns and library income monthly returns to Finance.

9.4c Staff Development Office.

- All applications for training and development go through this office.

9.4d Communication with Human Resources.

- The Assistant Librarian has regular communication with this office.

9.5 Specific promotional activities aimed at students and academic staff

- *The Library Student Guide*. This guide is produced each summer in preparation for the new academic year. It is a comprehensive information source on library resources, facilities and services. This is mirrored in electronic format on <http://gmitlib.gmit.ie>.
- *Student handbook*. Annual publication with section on library service included.
- *Staff handbook*. Annual publication with section on library service included.
- *Intranet library pages, 2000-2005*. The Castlebar intranet was an initiative of the Castlebar Computing department. The library was assigned space and this was used as a means of advertising our service, providing lecturers notes electronically and linking to the library catalogue
- *GMIT website presence since 2005*. The library site is invaluable as a *one-stop shop* for library information. The college website also attracts prospective students (and their parents) and the presence of Castlebar library pages should be seen as enhancing the image of Castlebar campus.
- *Induction talk* - Given to first year students on first day of term.
- *Induction tours*. Can be seen as part of user education but they are also a very important promotional activity.
- *Follow on information skills workshops*.
- *Library Newsletter*. There are three newsletters per academic year. They updates users on library information and highlights aspects of the library service.
- *The Chaplain's Page*. The library has a regular column in this publication, which is a general newsletter with wide appeal.
- *Information guides*. These guides detail library services, equipment, facilities and procedures and are freely available and updated regularly.
- *Flyers*. This method of communication is sometimes used to get information to students quickly, they may be inserted into books at circulation desk.

- *Leaflets and pamphlets.* Staff mail trays are used for library information updates.
 - *Library notice boards* and all campus notice boards are used including academic, departmental, canteen, Students' Union, and the reception plasma screen.
 - *E-mail.* The library can email all students at once and this is used to provide information updates. E-mail is also used to inform staff of developments in electronic resources.
 - *Student and campus staff representation on Library committee.* The Students Union president or a representative is invited to Library Committee meetings. In the early years take up on this offer was poor but attendance has improved in recent years.
- Library Ireland Week. An annual event since 2005, this week is an initiative of the Library Association of Ireland to promote libraries and librarianship. The campus library takes part by organising events for students such as quizzes, brainteasers and raffles.
- *Individual, one to one.* Every element of library service interaction with staff and students is a potential positive PR opportunity for the library.

10. Budgets

The review will track library budgets for the five-year period and review how they are managed.

10.1 Three annual budgets

The library manages three annual budgets:

- D861 is the general library budget allocated to the Assistant Librarian from the Head of Campus. This budget is to support all courses excluding Nursing and Continuing Education programs. This budget is for the purchase of library resources (books, journals, inter library loans, electronic databases) and for the payment of library administrative costs (equipment, stationery, photocopying, service contracts, some staff travel, and items of petty cash expenditure).
- S057 is the nursing budget used to fund library resources for Nursing programs. It is given to the Assistant Librarian by the Head of Department in Nursing. This budget should also contribute towards library administration costs.
- S039 is the continuing education budget given to the Assistant Librarian by the Head of Continuing Education. This budget is to fund all programs delivered under continuing education that are self financing.

10.2 Budgets 2001 – 2006

Table 14. Library Budgets 2001-2006

Year	General library (D861)	Capital	Nursing Budget (2003-) (S057)	Continuing Education (S039)
2001	€40,000	-		
2002	€63,487	-		
2003	€25,000	-	€80,000	
2004	€30,000	-	80,000	€1,000
2005	€40,000 + (€7,700 special funding for Enda McDonagh collection)	-	€88,137 (Additional capital allocation managed by the Nursing department purchased 10 new student PCs and a new photocopier for the library)	€500
2006	€50,000	-	€45,000	€3,381.29

- Table 14 details the budget amounts received by the library over the review period. Some progress was being made in acquiring increased funding in the general budget (D861) when the severe drop in 2003 was a serious blow to the library and reduced its capacity to develop.
- The Continuing Education budget needs to be reviewed. The library has received minimal budgets over the years and resources are insufficient to support the programs delivered. The Art & Design

degree, the Theology degree and the Higher Certificate in Youth and Community Development are programs that use and require book collections and are serviced quite poorly from a library perspective. The Art & Design students in particular use their book stock consistently and Castlebar must borrow each week from Cluan Mhuire to satisfy demand. While this is good resource sharing on the one hand, there also needs to be a good basic stock at Castlebar.

- The last major capital allocation was in 2000 when the library received €15,000 to purchase hardware for the new library management system, *Millennium*. An allocation, managed from the Nursing department was used in 2005 to purchase new student PCs and a new library photocopier. Also in 2005, €7,700 special funding was allocated to support the maintenance of the Enda McDonagh collection. Funding for soft furnishings and bulk buying of shelving was to come with the awaited building development.

- The Nursing budget needs to be monitored closely. In 2005 circa €38,000 was spent on books as the library needed to build a collection quickly. In 2006 book expenditure consequently dropped to €4,417.18. The nursing book collection shouldn't be neglected over the next few years. If plans for postgraduate programs are realised, increased budgets will have to be assigned to journals, electronic resources and inter library loans. In addition nursing budgets will have to be sufficient to allow a defined percentage to be contributed annually to the overall administration of the library.

10.3 Focus on 2006 Budget

Table 15. 2006 – expenditure breakdown.

	Books	Journals	ILLs	Database Subscriptions	Administration: Equipment Service Contracts Photocopying Stationery Travel Petty Cash VAT	Transferred to Pay budget for student shelver	Total Budget	Library Income from fines, photocopying, printing and payment for lost books.
(General)D861	€17,891.61	€3,440.85	€803.22	€5,360.76	€17,315.50	€5,188.06	€50,000	17,736.25
(Nursing)S057	€4,417.18	€15,879.44	€311.71	€20,378.23	€4,013.44		€45,000	
(Continuing Education)S039	€3,015.06	€366.23					€3,381.29	

- The Assistant Librarian seeks additional funding each year and informs the library committee of the annual budget. The library would like to emphasise that the general library budget must cover all library expenses and not just books and journals. Note that in 2006, 55% of the general library budget was spent on learning resources and 35% was spent on administration costs. The remaining 10% was spent on student shelver costs.

- It is interesting to note that 2006 library income (generated from fines and photocopying) represents 35% of the total general budget of €50,000. All income generated by the library is lodged to the college bankers.

10.4 Budget management to ensure best value for money.

- The library follows public service and GMIT purchasing guidelines in order to achieve best value for public money with regard to use of quotations and tenders.
- Some expenditure is recurrent and must be paid each year. Examples would be service contracts on photocopiers and the security system. This expenditure must be assessed for the coming year with a percentage increase to allow for inflation.
- Book budgets are decided between the assistant librarian and the relevant lecturers. Lecturers may outline their needs and extra funding is given when possible, for example to support new and developing programs.
- Journal and database subscriptions are reviewed annually and again expenditure can be calculated on the basis of an expected 10% increase in costings each year. Use of resources is monitored quite closely and every effort is made to achieve best value for money when dealing with service providers as described under the *Collections* section of this review.
- *Millennium*. The introduction of this management system allows for better control over every aspect of budget management. The acquisitions module allows the library to assign funds to different areas, such as books or administration, move funding around as necessary, track expenditure and know at a glance what is committed and unspent to date. Purchasing of goods is more streamlined. For example under the old system the library posted lists of book titles to the Finance department in Galway who subsequently typed up these title lists again onto purchase orders. This was a lengthy procedure that led to delays in acquisition of goods.
- At the end of each month the library sends a record of all expenditure, committed funds and cancelled expenditure to Finance. Finance sends the library their record of all expenditure, which is tracked on *Agresso* from library invoices. In this way Finance and the library can reconcile *Millennium* budget figures with *Agresso* figures.

11. SWOT

11.1 Strengths

- Staff – qualified, experienced, flexible, capable, motivated, passionate, take initiative, proud of what we do, good public service ethos, friendly knowledgeable helpful and user focussed.
- Nursing collection – substantial strength (books – multiple copies, print journals, electronic resources – Ebsco / Blackwells / Ovid)
- Constantly changing/improving – need to react quickly, keep up to date/in line with new technology, anticipate evolving needs, ability to adapt.
- Relationship with lecturing staff, technicians (IT Support) and students, link with Galway Campus (extensive resource sharing –*Millennium*/ electronic databases)
- Status on campus, within the Institute – positive profile
- Represented on key Campus committees such as Academic and Buildings.
- Library staff weekly meetings.
- React to market demands
- Adequate print journals and computing open access area.
- Pending Special Collection - Enda McDonagh books/papers.
- Up to date applicable procedures.
- Innovative - quality, personalized customer service, user education.
- Good current awareness service and promotion of library resources and activities.
- Access to resources not held by the Library through the Internet and inter-library loans -WAM
- Commitment to staff development.

11.2 Weaknesses

- Declining student numbers
- Staffing. Number of staff. Training and development.
- Opening hours
- Geographical location in relation to GMIT Central Services
- Buildings. Not purpose built for its current use. Lack facilities for Special Needs, IT training space. Current network points and power points inadequate and lack of future proofing approach. Ergonomics not good. Poor quality furnishings.
- Budgets – minimal general operational budget. Three separate budgets
- Sourcing sufficient library budget funding from Continuing Education funding is particularly problematic.
- IT Space.
- Communication with academics– collection development policy agreement with academic course boards
- Book Collections (with exception of nursing)
- Lack of Library Strategic Plan – Castlebar campus library
- Lack of collection development policy
- Reliance on systems in Dublin road Library
- Enda McDonagh Collection. Currently insufficient space to house.
- Photocopying space. Too open – requires dedicated sound proofed area.

11.3 Opportunities

- Strategic Plan (to include Collection Management policies) and Marketing policies)– put a structure on our current and projected needs and wants.
- Buildings – capacity to expand. Old but attractive, listed building. Needs to attract a large annual maintenance budget.
- Enda McDonagh collection, books and papers. More resources and library space. Gives the library the opportunity to develop in the special collections area. Also possibility of using high - density storage shelving to make maximum use of limited space. Possibilities for future project to digitise private papers.
- PMDS
- *Millennium* – Much improved management of Library Services. Better management of Electronic Resources (Serials Solutions), Union Catalogue with other ITs.
- Electronic Resources – better access to resources for students (WAM, etc.)
- Possibility of funding for IT sector to become part of IreL (Irish Research eLibrary) enabling IT libraries to become real competitive research facilities.
- Roll out of Wireless technologies presents opportunities for Castlebar where our IT infrastructure is poor.
- Moodle
- New courses being developed (Post Graduate plans in Social Science and Nursing)
- Adoption of new technologies –improve/provide better service, connect with students in a way they understand
- Growth in Castlebar urban area
- Nursing, physical development of the building
- Other new course development
- Improved communications Institute-wide and Institute of Technology-wide.
- Increase in National birth rate.

11.4 Threats to library Service

- Reduced student numbers/ courses cancelled for example the Computing degree.
- Lack of innovation in course development
- Direct access to the building and library. Parking availability, illegal parking & construction works
- Staff training and development. Funding for staff development. The claiming procedure has a negative effect on the uptake of long distance courses especially.
- Space and Buildings limitations.
- Constance flux of new technologies in an ever changing environment especially with regard to e- resources.
- New Open Access student computing area . This facility opens up more choice to the students, for example Microsoft Office is available in the open access room but it is not currently available in the library.
- Lack of canteen services after 4.00pm does not help retain students for the rest of the day/evening. This leads to falling usage of the library especially in the evenings 6.00 – 8.00.pm.
- Lack of strategic plan, which would include written marketing strategy.
- Communication with Senior Management.
- Library budgets.

11.5 Strategies for Improvement

- Castlebar Campus Library, Strategic Plan or not?
- Promoting our services is something we do quite well at Castlebar. Get a ‘marketing plan’ down on paper, include in Strategic plan.
- Buildings. In the event of no major library building expansion continue to push strategy for some development to facilitate increased collections, development of special collections, an IT training area and a facility for group study. Lobby for capital budget allocation to improve furnishings and fittings.
- As the campus is currently space poor reassess current use of library space. Get advice from Buildings Office. The library could redesign current space in addition to gaining new space.
- Old building with many restrictions but it can also be promoted as a building with a history, an architectural project.
- Wireless technology opens up alternative use of space. Integrate PC workstations into reading workstations – multipurpose workstations. Create a mix. Possibility of reassigning dedicated student computer space on first floor to training area.
- Use library committee more strategically to support proposals for example regarding budgets.
- Use of partnerships within campus departments. For example, special needs facility approved due to partnership with Special Needs Officer. Exploit common goals.
- Continue with strategy of purchasing one new item of equipment each year. Show that the library is progressive even with limited funding.
- Commitment to internal training each summer. Training to expand individual staff’s knowledge of various aspects of the service. Training in addition to current job specification of each staff member. Should lead to greater breadth of knowledge across staff group. Also invaluable in small service where there is cross over of duties due to illness, annual leave and so on.
- Stock take.
- Needs analysis of Post Graduate programs.

References

Anglo-American Cataloguing Rules Second Edition, 2002 Revision: 2005 Update. *Published Jointly by the American Library Association (ALA), the Canadian Library Association (CLA), and the Chartered Institute of Library and Information Professionals (CILIP).*

Dewey Decimal Classification and Relative Index. Edition 22. Four volumes. 2003.

Safety, Health and Welfare at Work Act 2005

Building Regulations Part M, Access for People Disabilities, 2000.

Library Appendices.

A. Library User Survey, March 2005.

B. Staff Questionnaire, February 2007.

C. Buildings Plan, 2003. Revised, 2006.

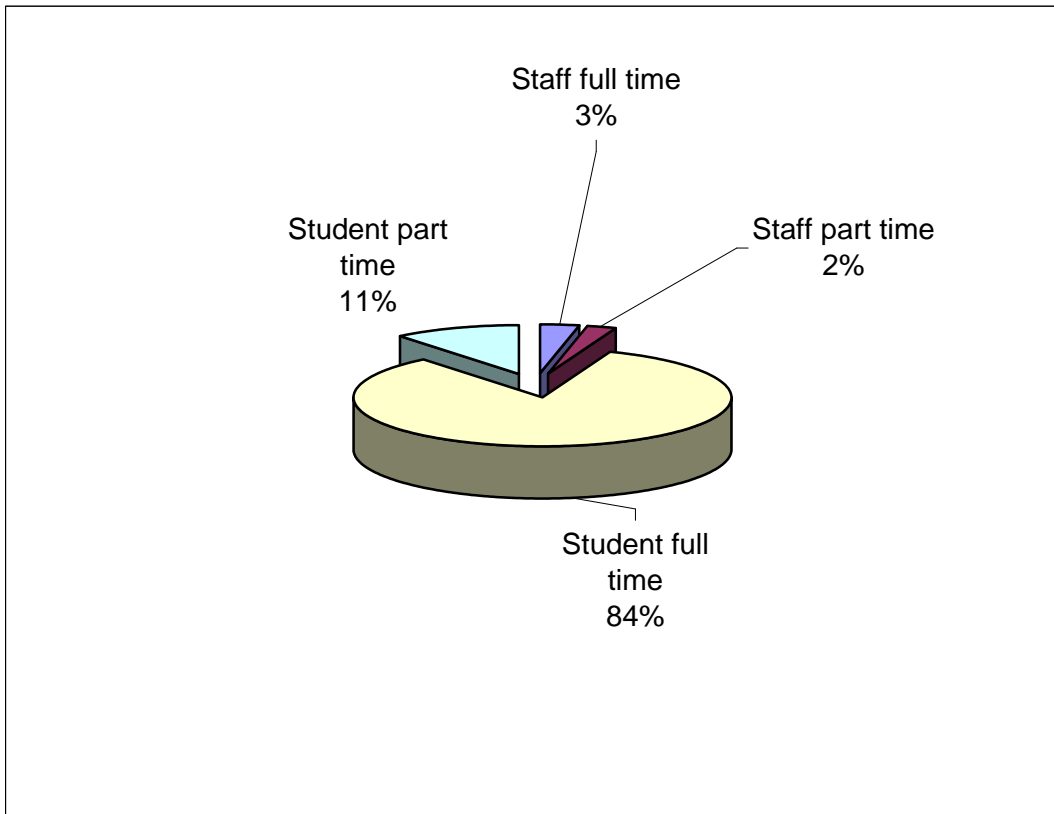
D. Staff Job Descriptions.

E. Staff CVs.

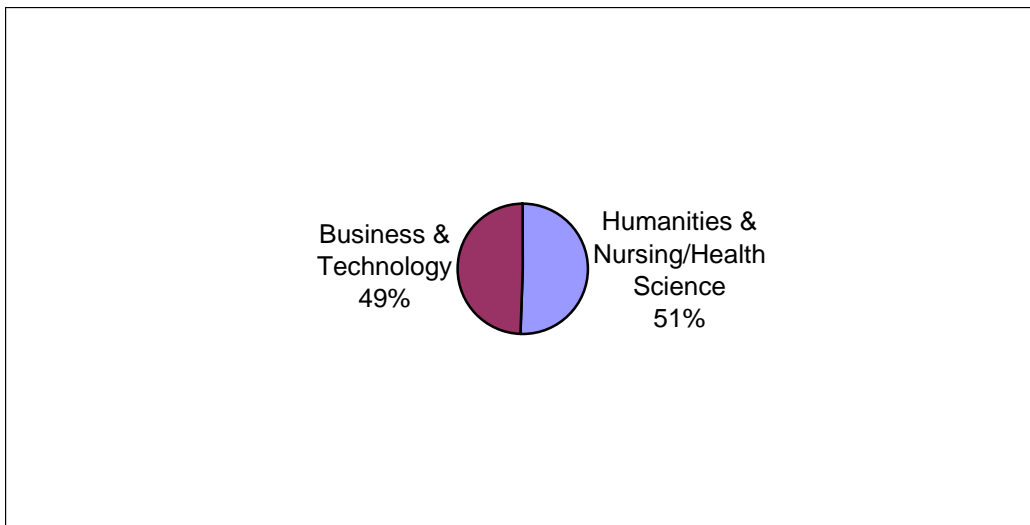
A. Library User Survey, March 2005.

This user satisfaction survey was carried out by Castlebar campus library during the week of March 7th – 11 inclusive. Survey questionnaires were available in the library. A total of 174 survey questionnaires were returned completed.

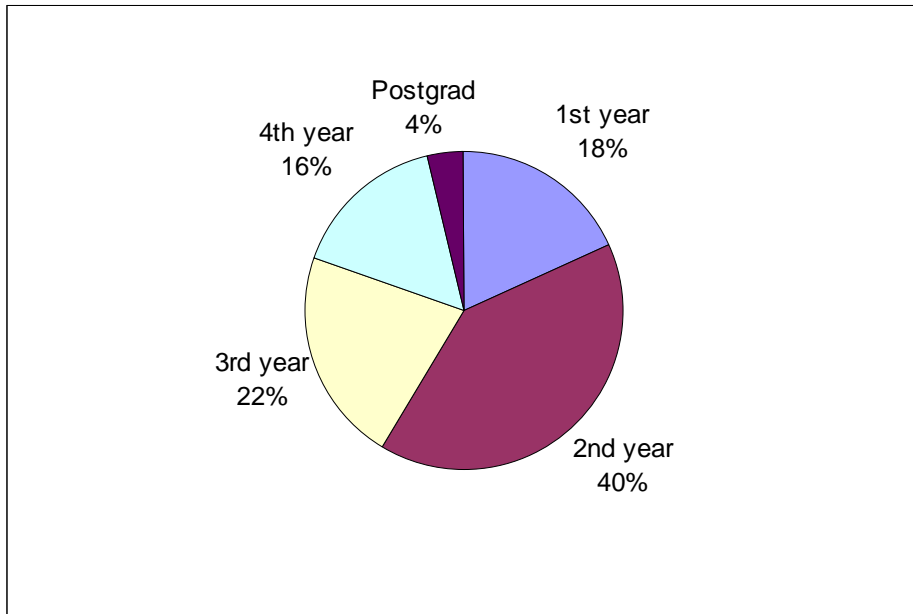
Question 1. Indicate your role in the campus:



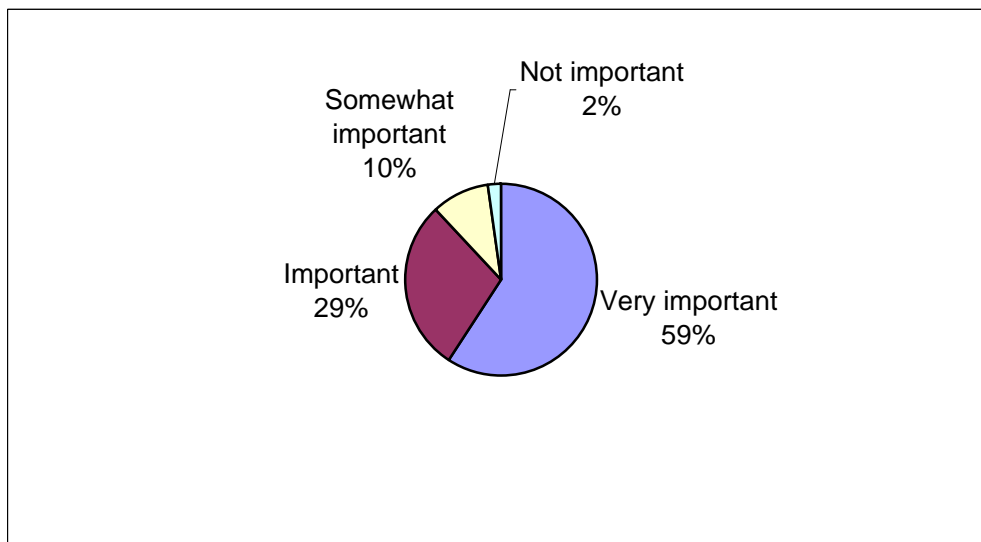
Question 2. Which campus department do you belong to?



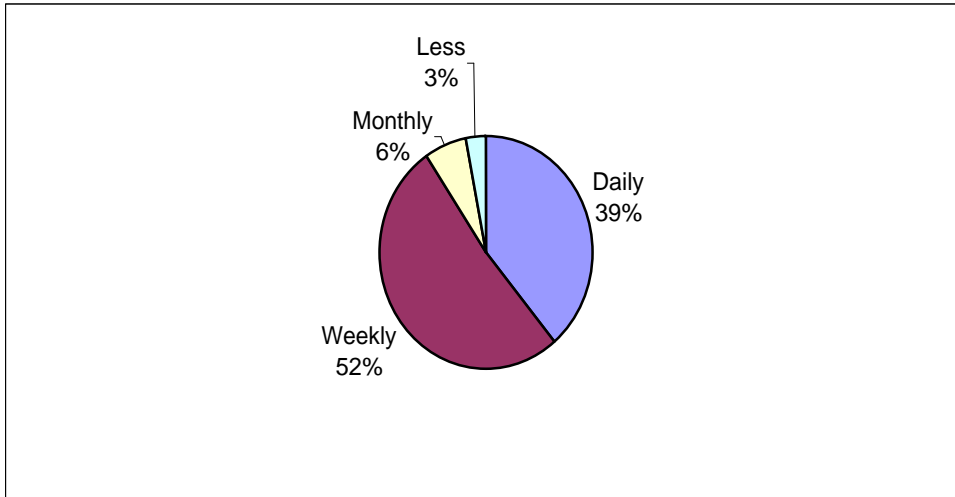
Question 3. Students, what year?



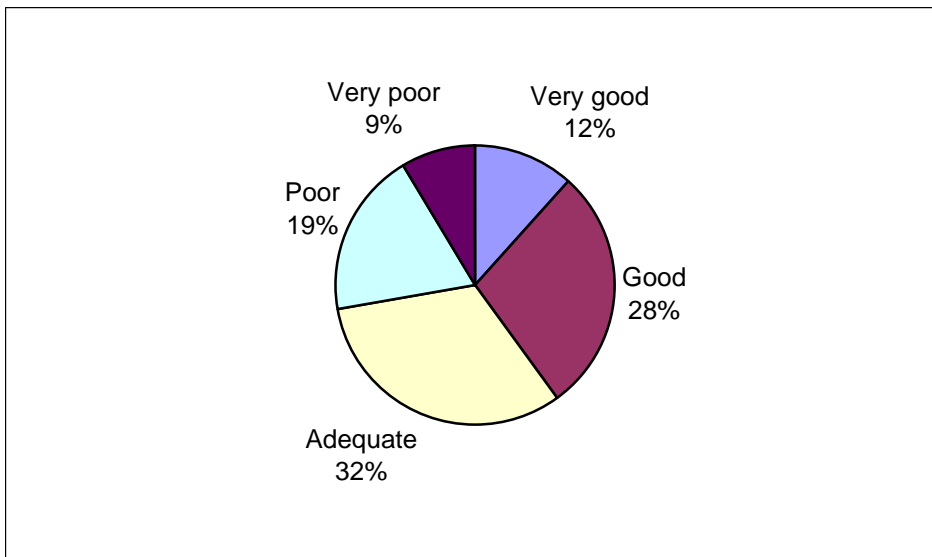
Question 4. How important is the library to you?



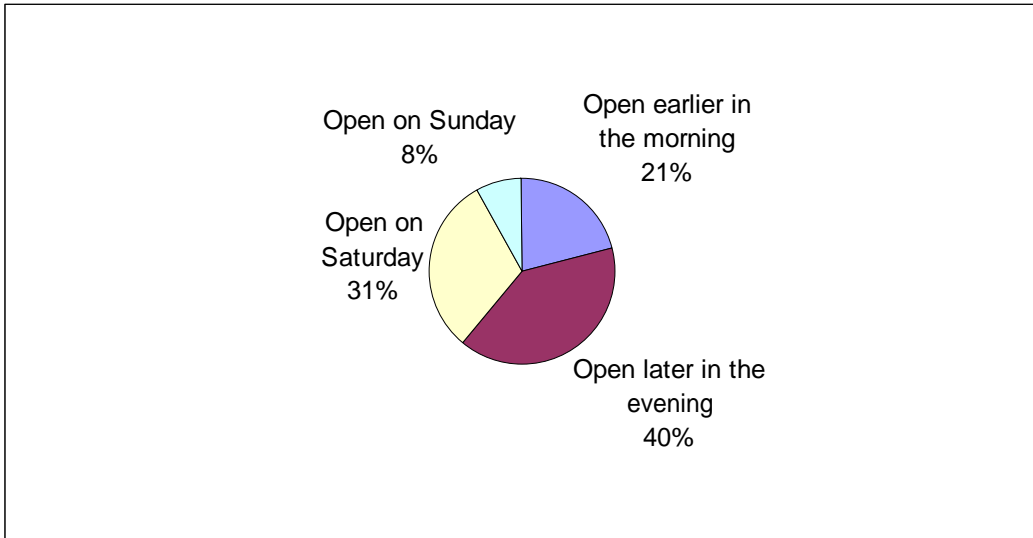
Question 5. How often do you visit the library?



Question 6. Do you consider the current library opening hours are:

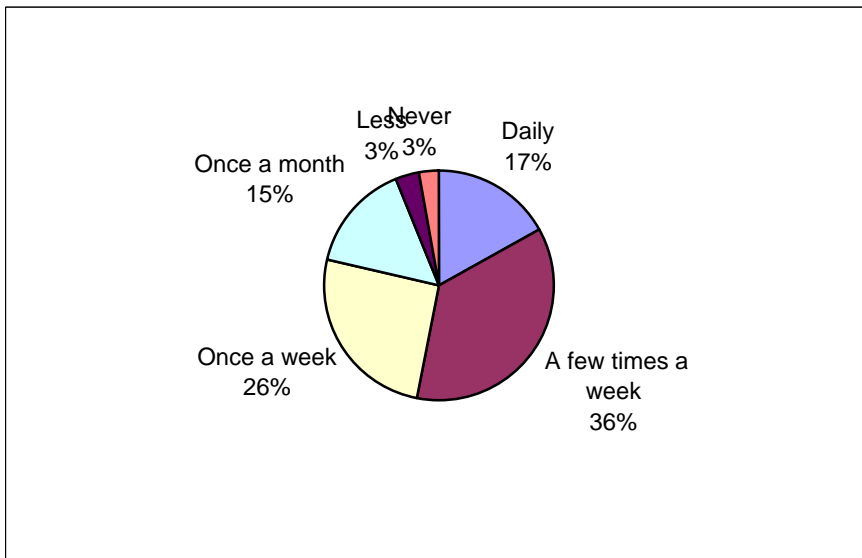


If the library could be open longer hours which options would you prefer ?

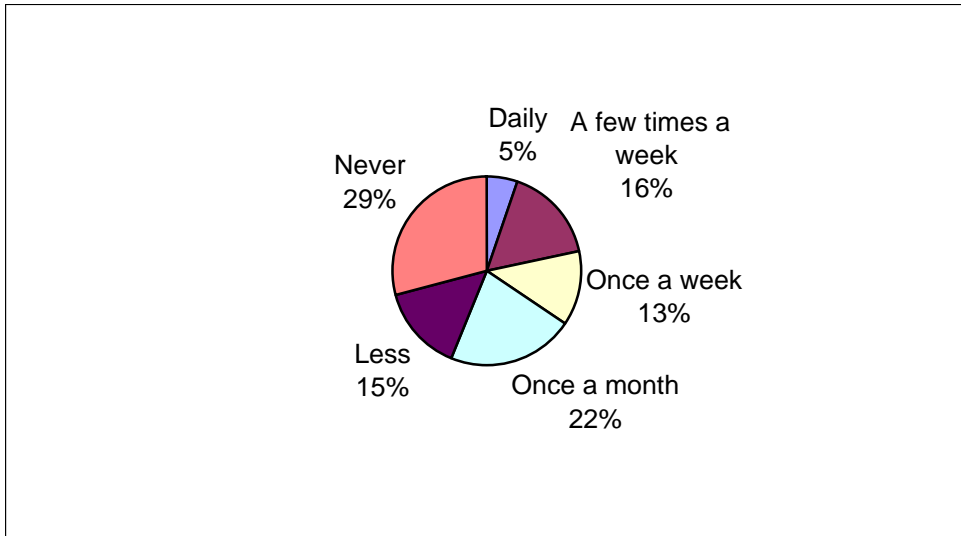


Question 7. How often do you use the following library resources?

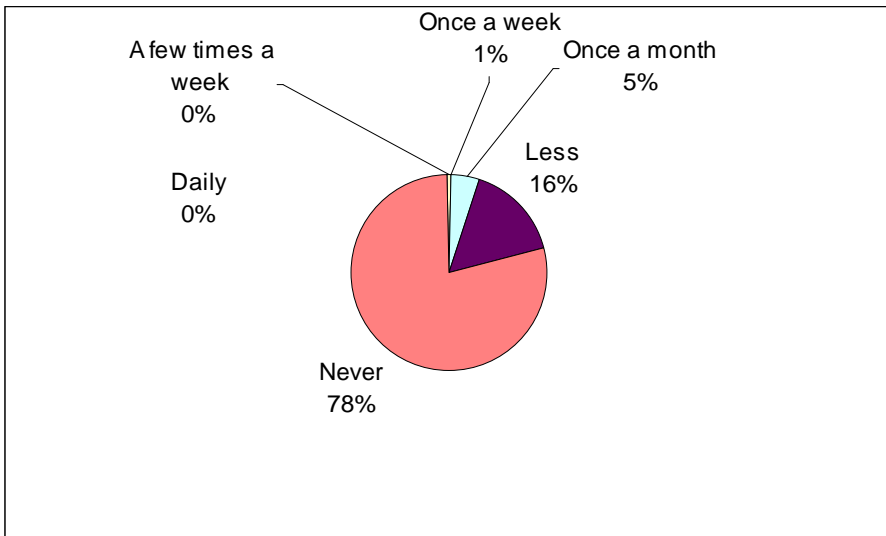
BOOKS



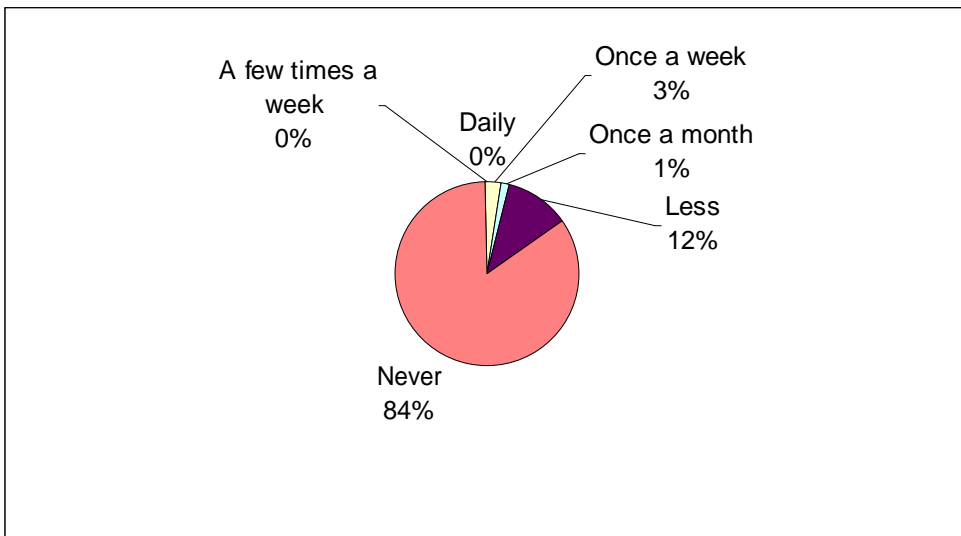
JOURNALS



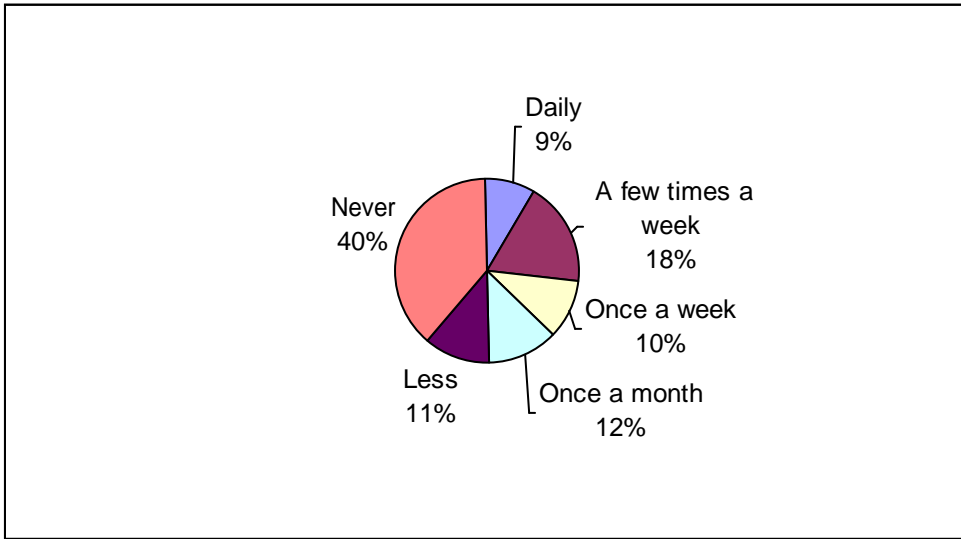
VIDEOS



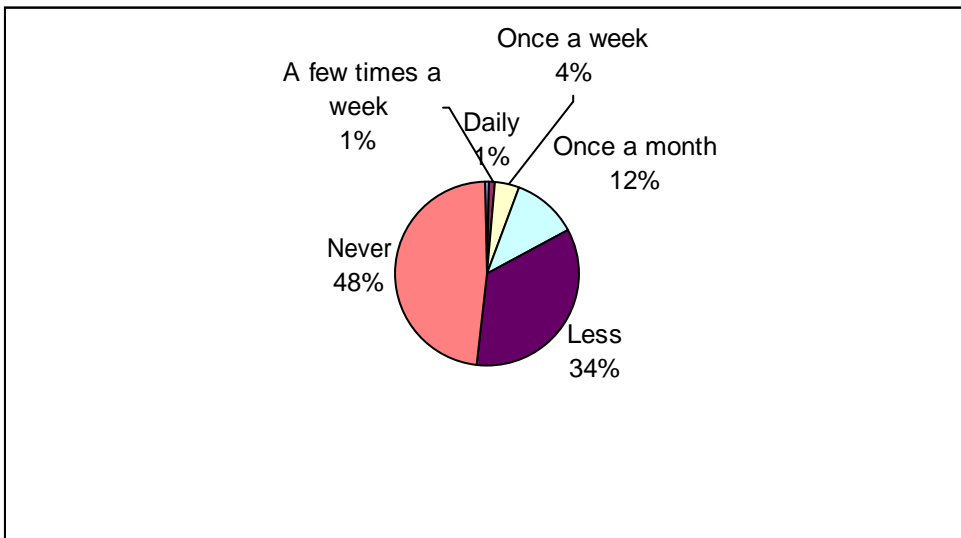
AUDIOCASSETTES



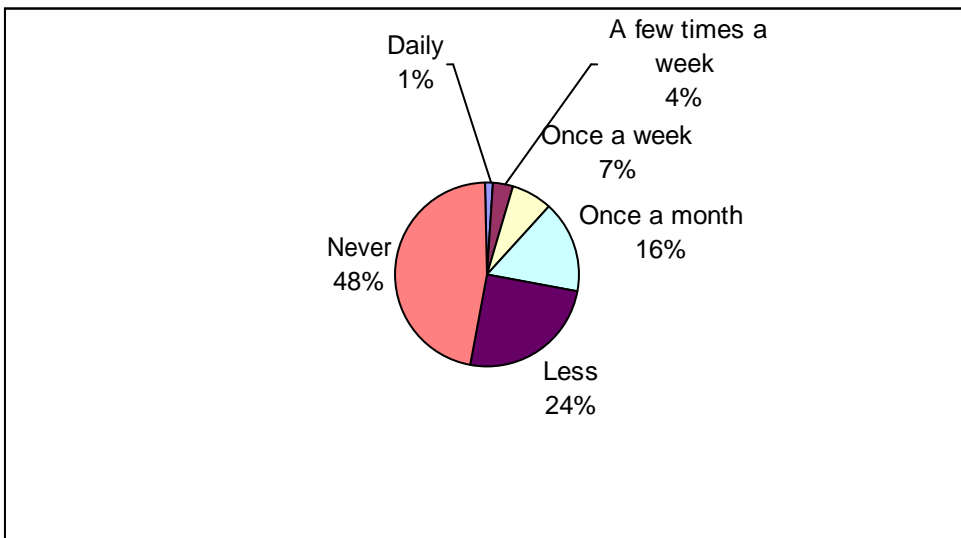
LIBRARY ELECTRONIC DATABASES



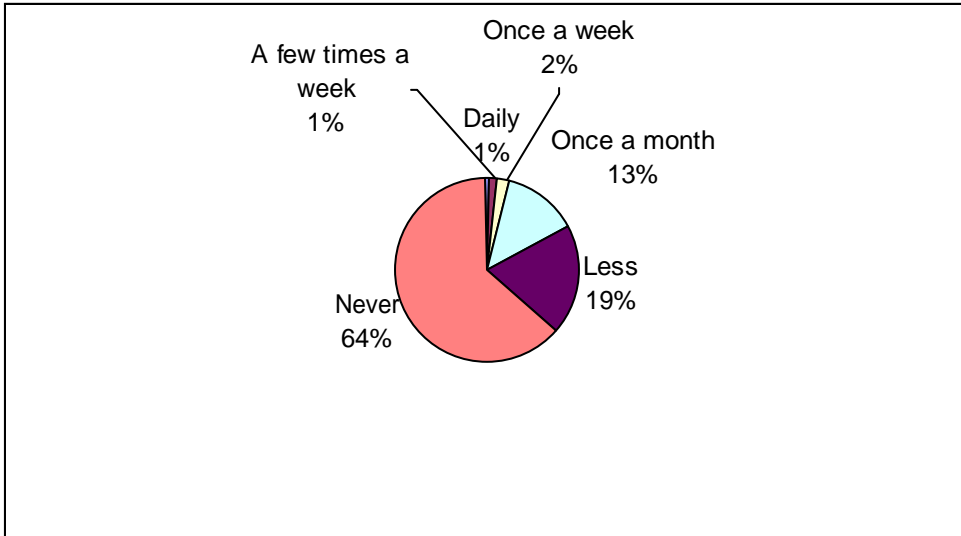
ANNUAL REPORTS/PROSPECTUSES



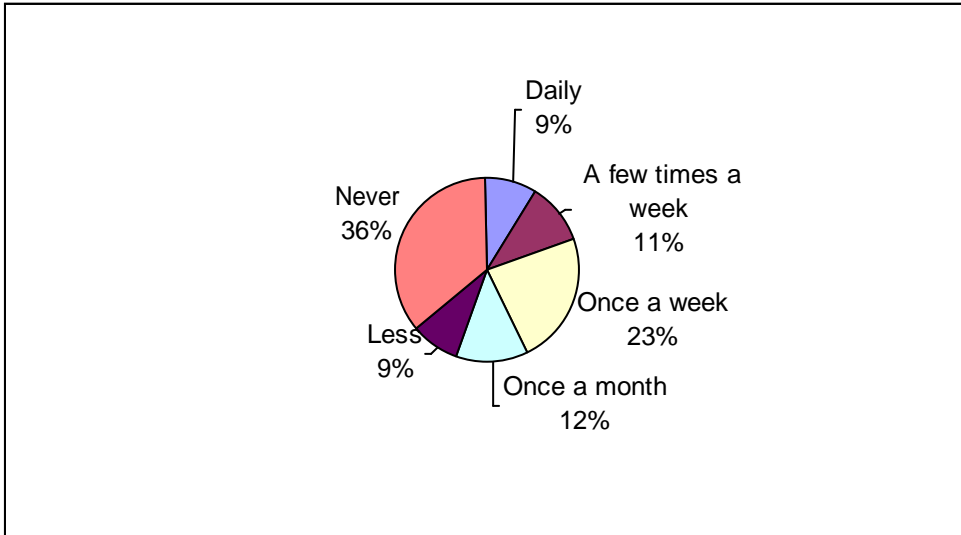
THESES/STUDENT PROJECTS



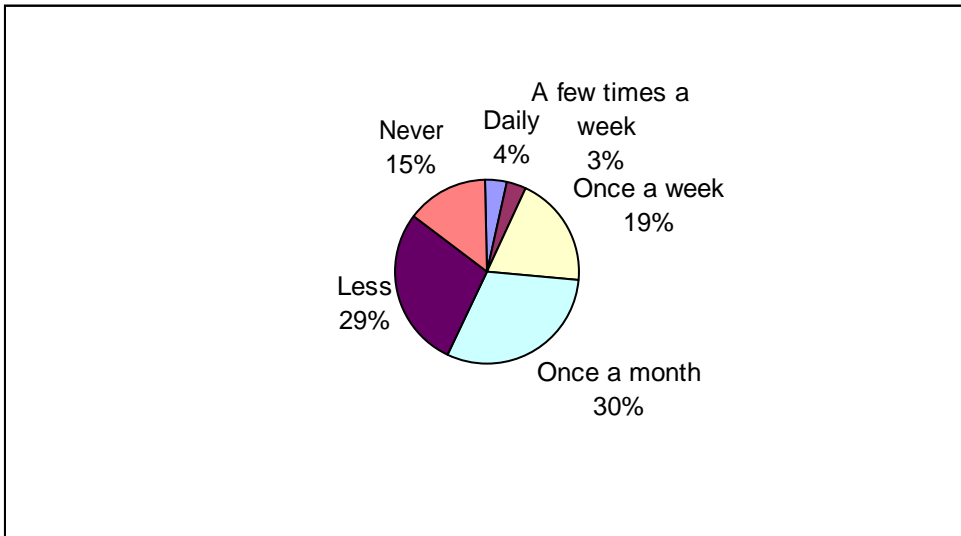
MAPS



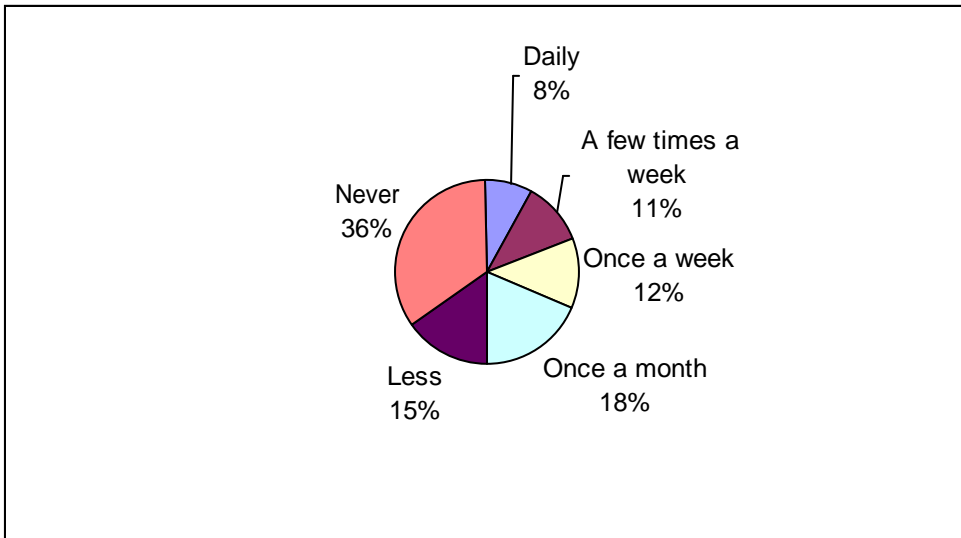
NEWSPAPERS



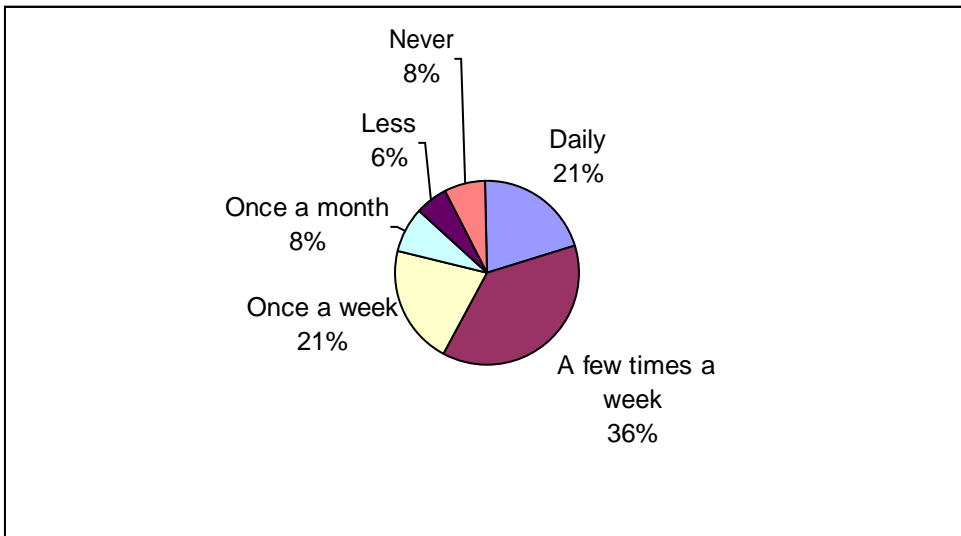
EXAM PAPERS



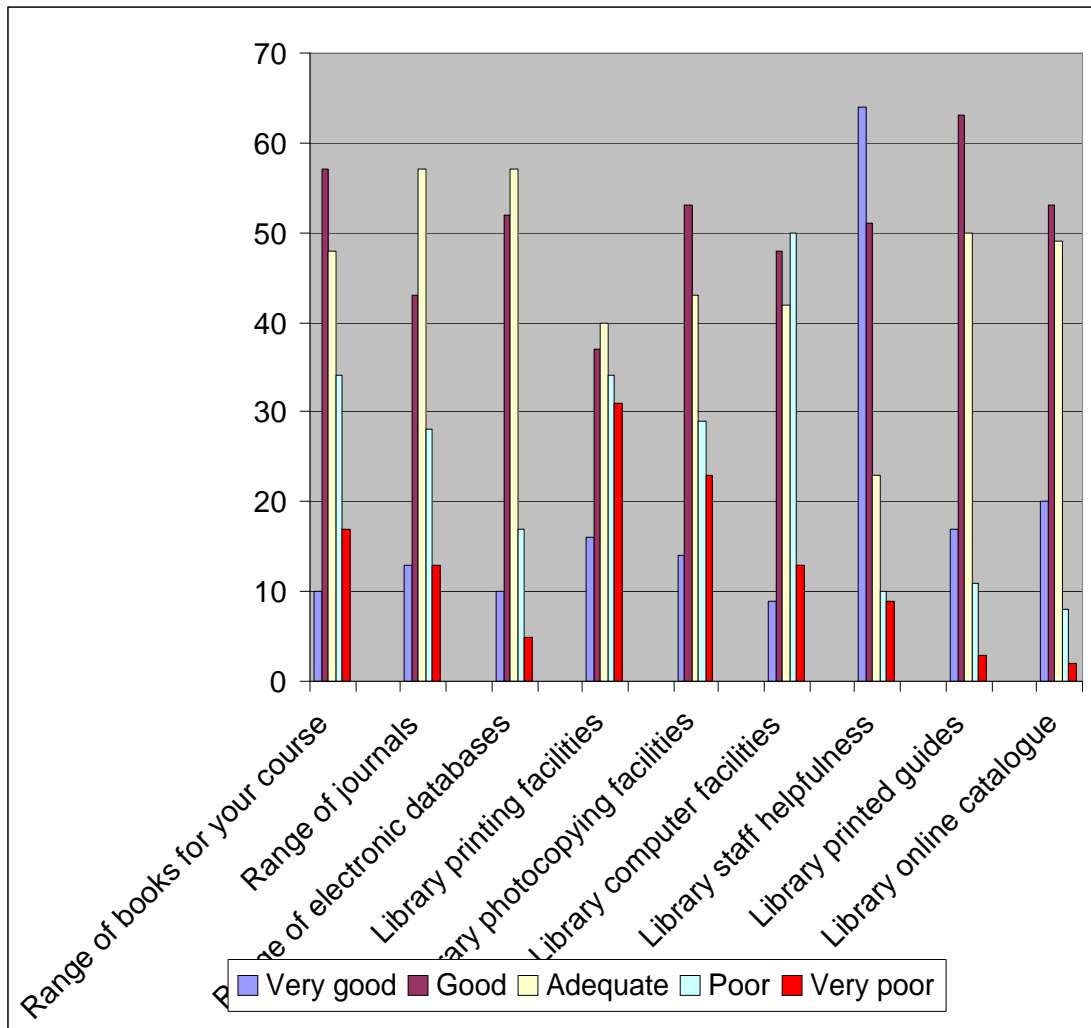
LIBRARY CATALOGUE



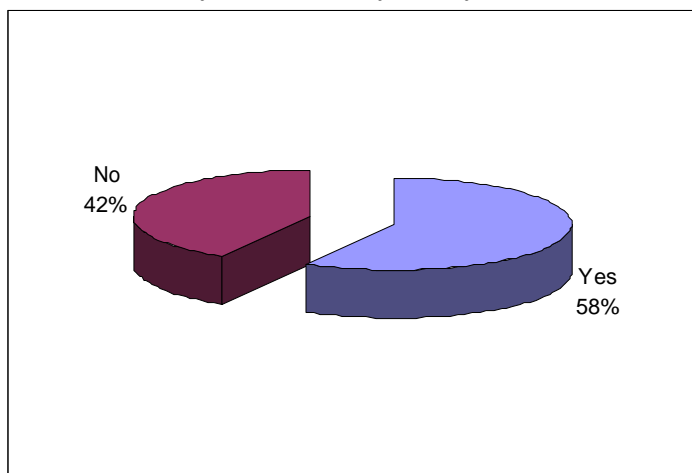
STUDY SEATS



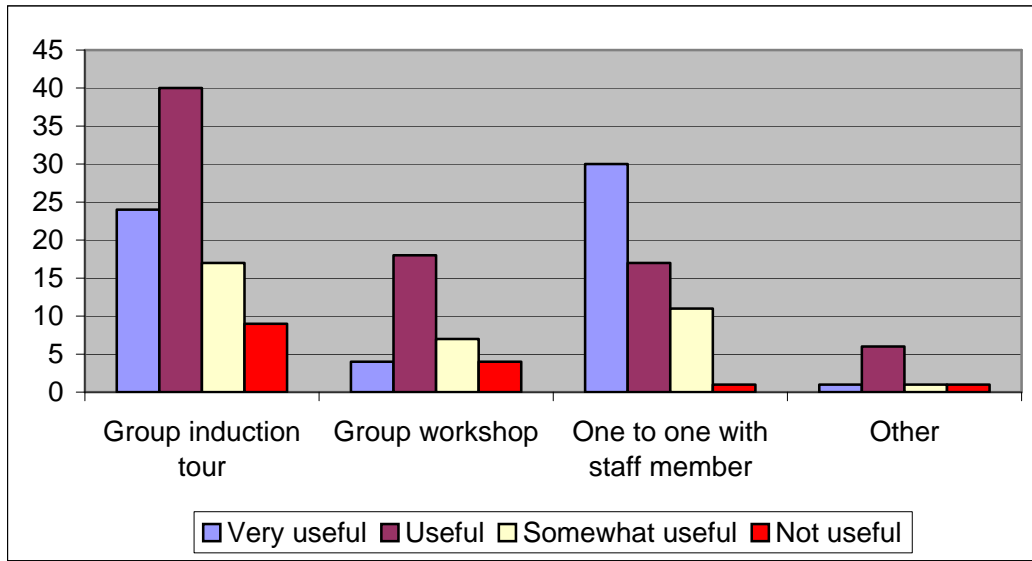
Question 8. Please indicate your opinion of the following:



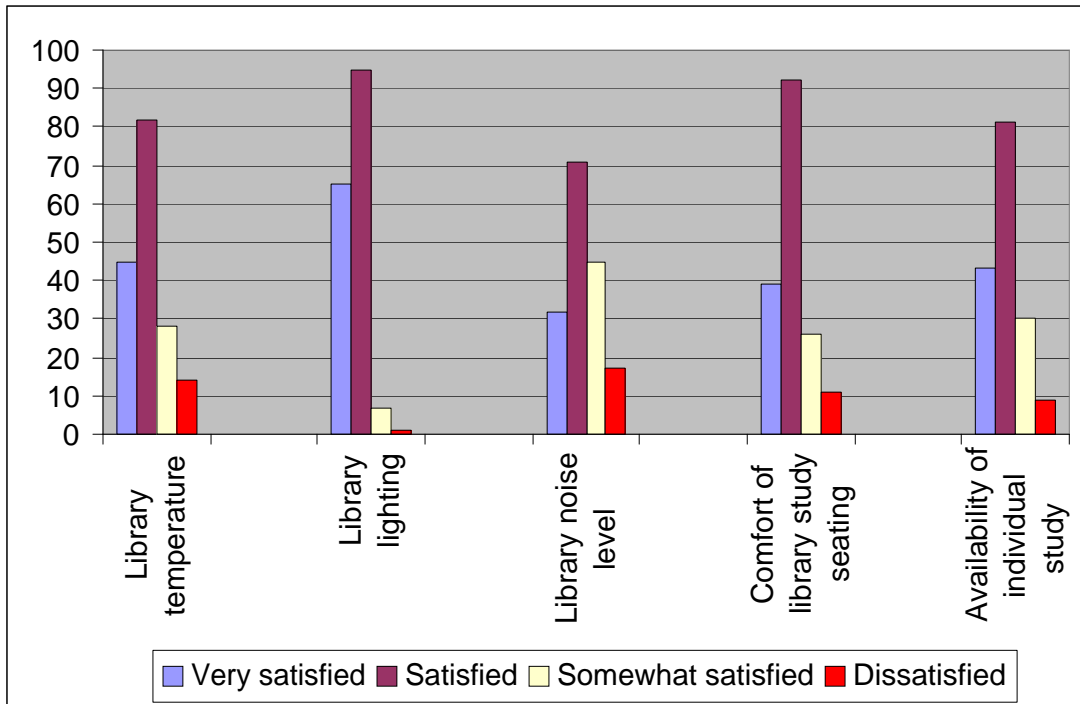
Question 9. Have you received any library instruction? Yes or No.



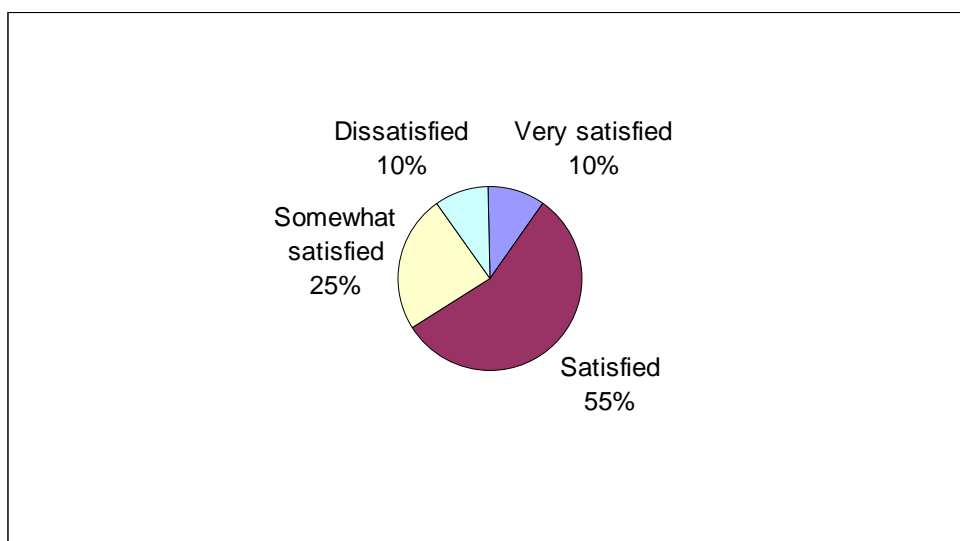
If yes, please rate according to usefulness:



Question 10. How satisfied are you with each of the following?



Question 11. Overall how satisfied are you with this library?



Question 12. Additional comments.

See below for additional comments as written on questionnaires:

Availability of course books is a problem.

Noise in library can be difficult – appears more mobiles ringing than before, policy of disciplining owners of mobiles that ring and create noise seems slacker than previously. Also often other students using personal music cd players can be annoyingly distractive.

Could have the library warmer, sometimes it's too cold to study in the library. Also new up to date books could be purchased. Also it could be open a bit longer, some courses have classes until 6 o'clock.

On occasions the temperature level is not that warm and it can be quite noisy. I find it harder to concentrate when these occur.

The staff are exceptionally helpful

No books on painting instructions. No art magazines. No videos on how to paint.

A lot done more to do is becoming a catchphrase in many places – it would appear to apply here too. The courteous staff, innovative ideas such as the informative booklets and other such, stand on the positive side while the impression of a weakened book catalogue on moving from St. Mary's library to here is still felt. Ar aghaidh leis an obair.

Turning the temperature down a couple degrees. Opening hours from 8am – 7pm would be satisfactory.

It would be great if you could open longer in the evenings.

Letterkenny library is opened until 9.30pm with computer facilities opened until 10pm. It opens at 9am!!!

We should be able to use Word in the computers in the library as well as being able to access lecturers notes from the N drive.

Not enough computers

Not enough books for nurses. There are 72 nurses in second year alone, there are not half enough computers, photocopiers or printers to facilitate the amount of students. I feel the staff through no fault

of their own are unable to answer enough questions about the nurses books as the staff in our old nurses library.

Staff are fine. Printing and photocopying suck.

The library project room seems to be used as a call centre where people can conduct phone conversations.

Further training on research and access to info. Opening of library earlier in morning. Too hot.

Library staff should help students rather than creating barriers between themselves and students. Students are told what they cannot use i.e. staples etc. There should be a stationery section provided for this purpose. Students would be willing to pay!!!

Castlebar library staff extremely helpful.

The library only provides one photocopier and there are always long queues.

Library books for the business course are limited and the library down town is much better.

Please have up to date books as most are in the early to mid nineties and earlier. Thank you.

I feel there aren't enough computers in the library, the other labs always have classes. When completing assignments it's near impossible to get books from the library due to shortages of the same book.

Would like extra time in the weekend and bank holiday. Thank you.

Think the opening hours are just fine the way they are, maybe would benefit some students to open Saturdays for a half day especially coming up to exams.

The photocopying facilities in the library are the most serious problems that ye have. Otherwise well done. Fair play to ye.

Perhaps more time could be invested in the start of year library tour/guide.

It seemed very quick and whilst the staff were helpful and clear it was difficult to fully understand all functions and facilities of the library. Some students would not be inclined to come back and seek personal assistance later and thus then lose out on the full benefits.

Coloured ink in the printer would be a great help.

Perhaps the library could order in the Economist and Business Week for students studying Business so they could read articles in them.

Library can be very noisy sometimes. Perhaps staff could stress to people to keep quiet.

Well as I am a nursing student I feel that our needs are not being met. We had much better facilities, but are now gone. Since we are in the main library books are inadequate. We would love to have a designated area with more facilities.

There are not sufficient books etc for the number of students (nursing).

More copies of the same books which seem to regularly be on loan and are hard to access.

The only thing that displeases me about the library is its opening hours.

As a student it is essential to have the facility of the library.

Could do with more photocopiers though overall pleased with it.

Need to get more up to date books, not books that are 10 years old.

To have more psychiatric nursing books. To be allowed ring to have a book out for longer.

Opening on Saturday would make a huge difference especially from Christmas onwards.

Also earlier mornings, 10am on Friday is not adequate.

Sometimes it can be quite noisy downstairs – especially people chatting and loudly with no regard whatsoever of the people around them.

Computers can be very busy which are a necessity when continuous assessments are due in or dissertations etc.

Keep up the good work.

Library staff can be very loud when talking sometimes.

More access to online journals and more databases. Lack of access really inhibits quality research by students.

On comparison from going from a self contained, well facilitated, friendly and well maintained nursing dedicated library to the Moore library has been a disappointment and detrimental to my advancement in my degree course. Nursing book ratios are totally inadequate. Opening hours are pathetic for a course which has lectures from 9 to 6. Computing facilities are inadequate. Overall the library is a poor reflection on services provided in GMIT @ Castlebar.

The library building should be extended and facilities improved.

Longer opening hours are needed. More books relating to certain subject in Business e.g. Critical Thinking.

More areas of study for group work project as this is a mega aspect of some courses.

More computers would be helpful.

The only thing I find a problem is when I get a book out and bring it back I still receive letters home that I have not brought it back so the books are not always checked when brought back and I have to go and find the book again to show I brought it back and to stop my fine and letters home.

I am not happy with that.

High heels should be banned/carpet placed on downstairs floor. Very distracting.

Outside-builders should be given a timetable when they can operate drills etc, once again very distracting.

Lack of Microsoft Word is a big problem in library. Also library closed early at night when people are only finished lectures e.g. 5 o'clock lectures.

Opening hours are inadequate for part time students.

The range of books for the CIPD course is totally inadequate.

The amount of time to borrow material is also inadequate. A visit to the UCD library might be useful.

The conditions of the library are fine.

Perhaps if there were more printers and extra photocopier.

More computers would be ideal.

Later opening hours at night time would be ideal.

There is nearly always a queue for the photocopier but the computers are the main issue.

Overall, I find the library very useful.

There is a need for a second student printer and there are not enough computers to facilitate all students and opening hours need to be extended.

Staff extremely helpful.

To photocopy on both sides of paper is more expensive than to use a page per every photocopy. If it was the same price it may encourage students to use both sides-cutting down on the amount of paper.

More up-to-date books as some are very unhelpful.

I think there should be a shoot for students to return books into, when the library is closed. I also think it should open till later every evening and be open all weekend! The staff are lovely though. Thanks.

Computers are useful but is hard to get one sometimes.

This is a lovely library but it's very difficult to print or photocopy when the pressure time comes i.e.- after Easter holidays. Staff are very helpful but may need more help

with opening hours for the final few months. Keep up the good work girls!!!

It would be very helpful if library times were lengthened especially towards the end of the year when there's a rush to get assignments finished.

Keep doing what you are doing. Nice to see friendly faces every time I visit.

Not enough of the same books e.g. Assignment due and all the relevant books are taken by classmates.

Have more than just one copy of a book available.

Additional printing facilities- 1 printer for all computers not sufficient.

I find the services I require of the library first rate. People in charge always helpful.

A lot done, more to do!

This library is not opened long enough! Nursing students particularly are at a disadvantage as they are in college most days until 6 and then the library closes at 7. Its not opened at weekends when we should get one more opportunity to study! Range of books is inadequate and there is only approx. 10 computers for the whole college!!

No access to British journal of Nursing.

Journals which are in the library do not go back many years.

Should be able to access Microsoft Word on some of the computers.

It is too hot upstairs.

Irish Independent should be available.

Many of the study space areas are too small.

More books on law.

It would be more helpful if there was Microsoft Word on the computers.

No videos on painting lessons.

Need more photocopiers, those two are nearly always broken. Need more printers and computers.

Reduced resources for nurses. Inadequate opening hours. Little space.

If opening hours are longer, or open on weekend, it would be great.

It would be great if the library could be open late in the evenings or on Saturday or Sundays as we're usually in class from 9-4 with little time left to study in the library.

More computers are needed.

I feel it needs to improve dramatically.

Staff are always very helpful, friendly, and resourceful – seem to be very proficient.

Thank you.

Upstairs in library too hot.

The library in GMIT Castlebar has to be one of the best run areas in the college.

It is very difficult for people in add on courses to access the library facilities due to their short opening hours. Extended hours would definitely be of huge assistance.

I think you should be open later in the evening like other colleges. That's when students have more time off. I believe that newer computers are required for library, like the Galway campus have. It's time to upgrade. Always have comfortable warm temperature in the library.

Books for courses i.e. Critical thinking, Political Economy, no related books. Staff are friendly and helpful.

Library too hot. Not adequate photocopiers for the amount of students. No online access to Journal of Advanced Nursing full text any more. Not adequate back issues of nursing journals. Library staff abrupt and unhelpful.

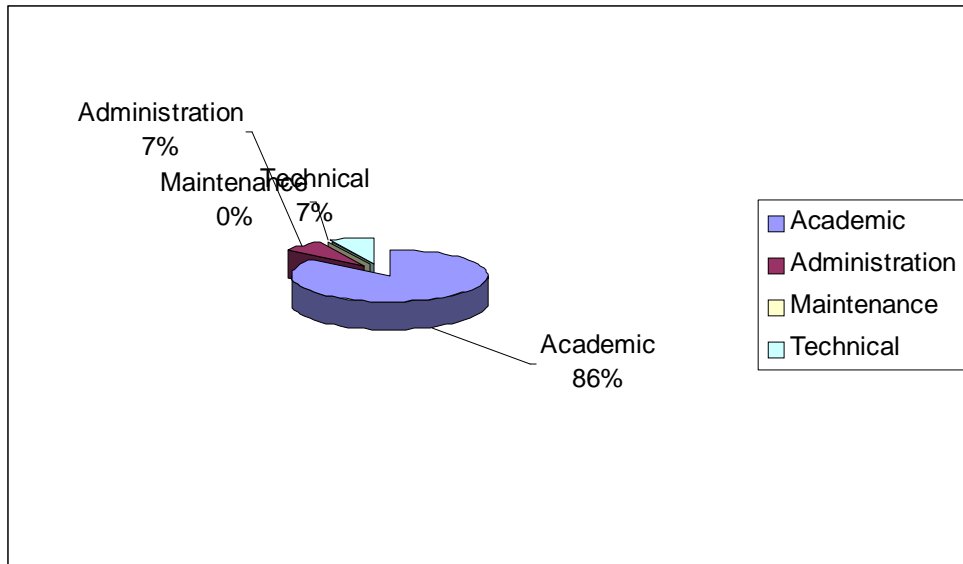
Fines for books are too dear per day for students. Opening hours are very limited. Range of books for course very limited. Sending letters home to our houses is ridiculous when we have college houses.

Longer opening hours would be of huge benefit along with a few hours on Saturday? Maybe more outlets to purchase copy cards.

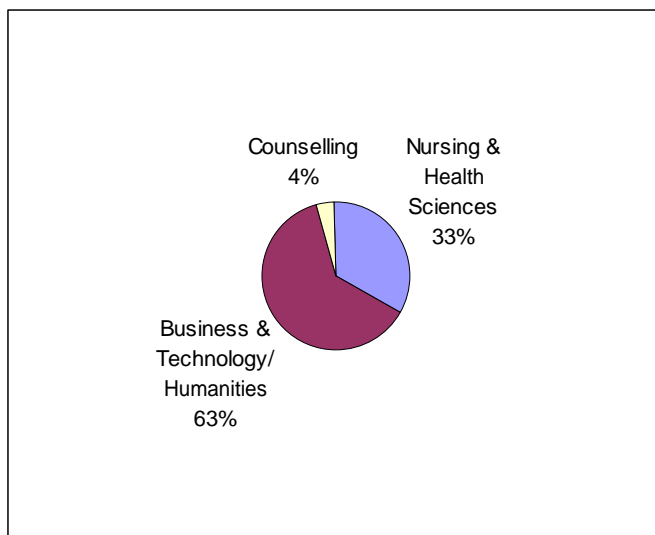
B. Staff Questionnaire February 2007

This questionnaire was carried out by the Library from February 22nd to March 8th 2007 inclusive. Survey questionnaires were placed in Lecturers' pigeon holes in the staff room. A total of 105 questionnaires were distributed to staff of which 28 were completed.

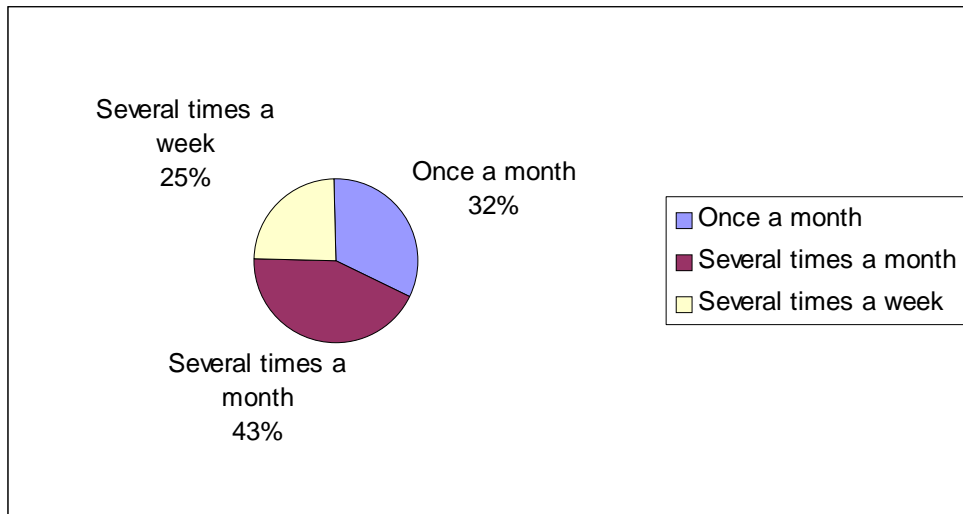
Question 1. What area of the campus do you work in?



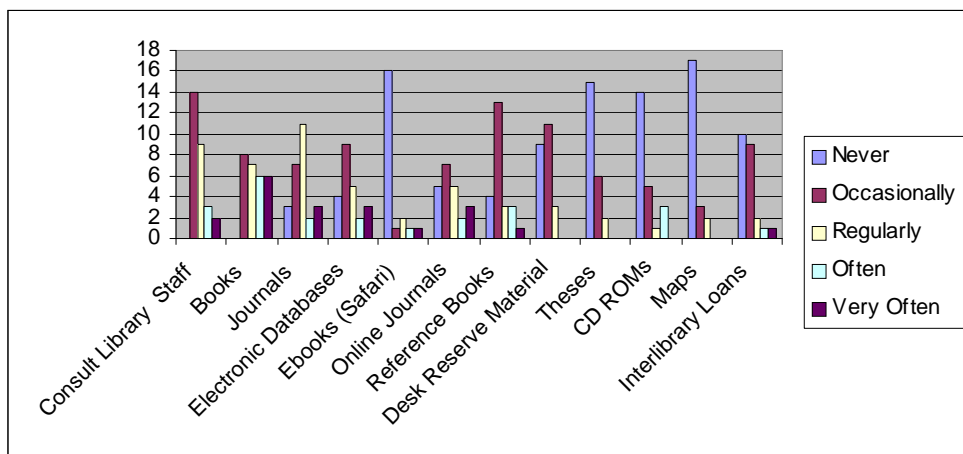
Question 2. If 'Academic', what department are you from?



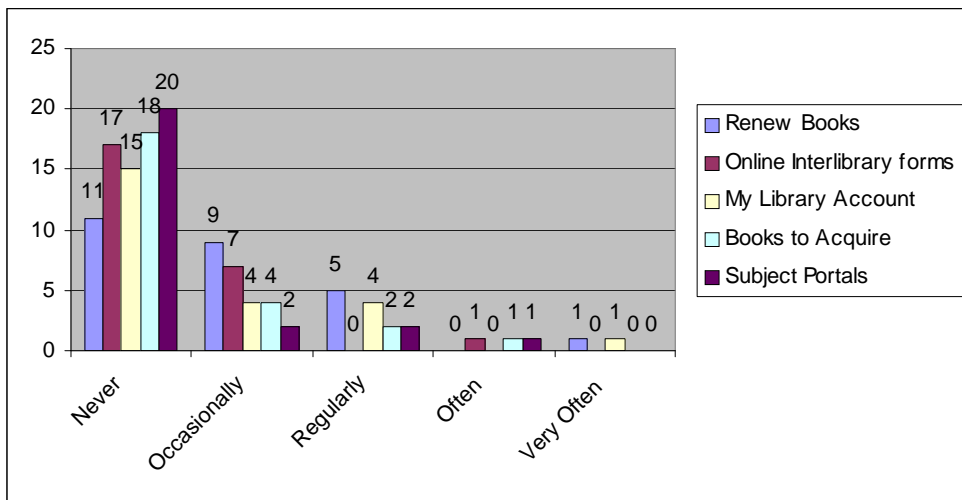
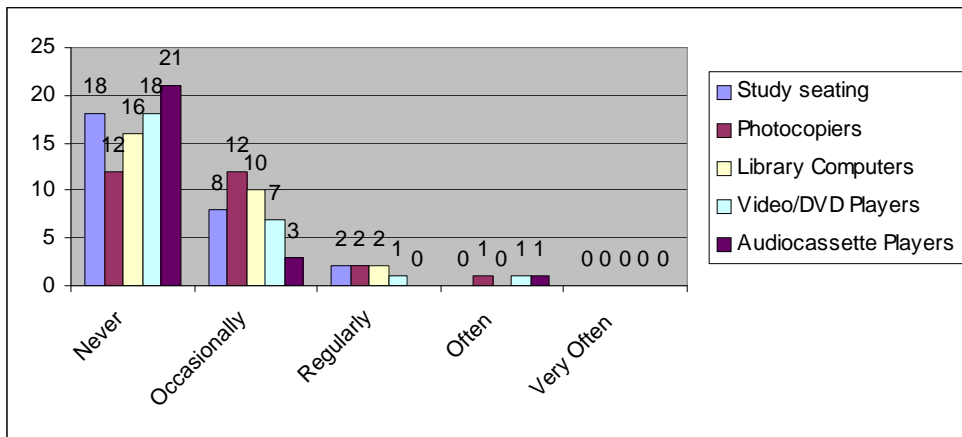
Question 3. How often do you visit the library?



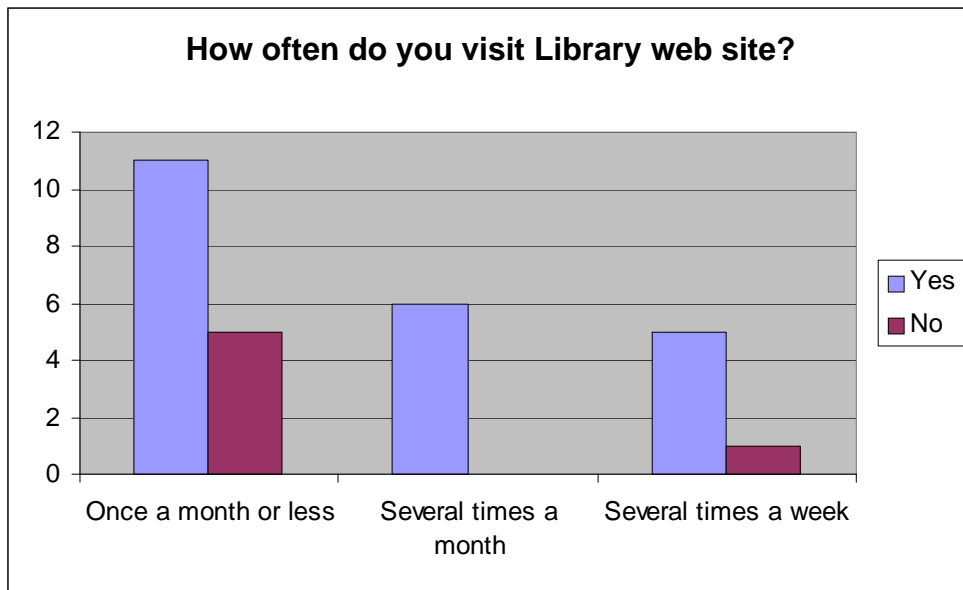
Question 4. How often do you use the following resources / services?



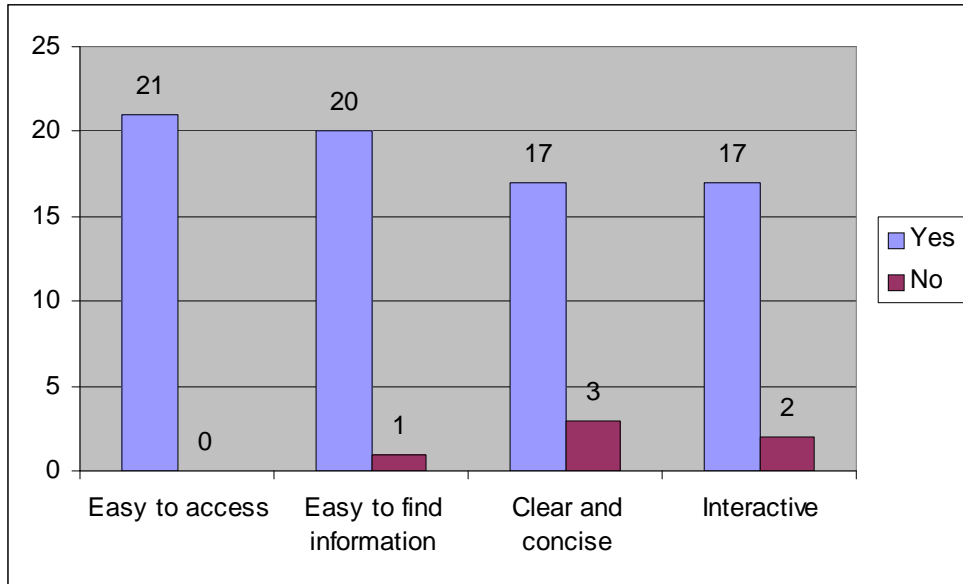
Question 5. How often do you use the following facilities?



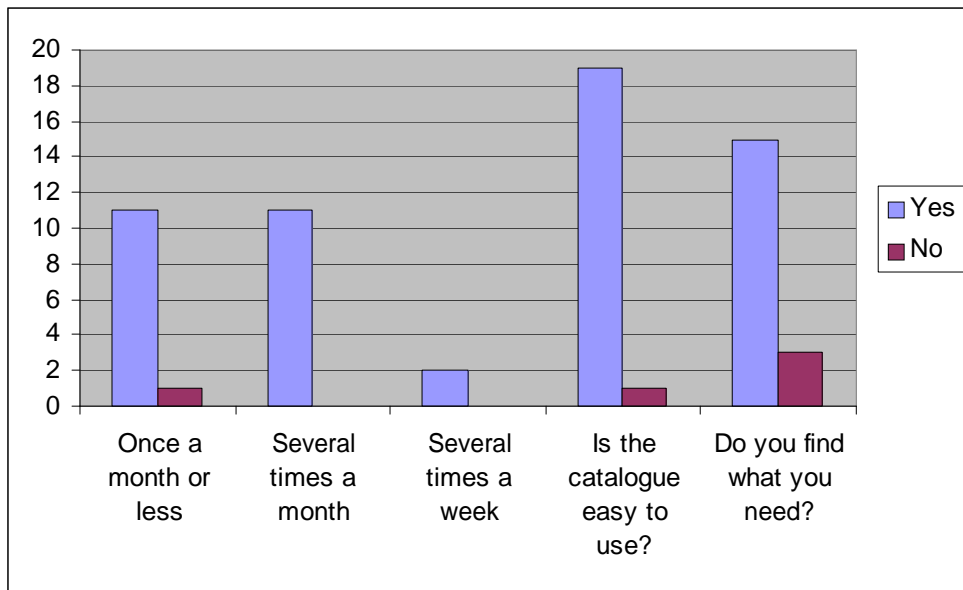
Question 6. How often do you visit the library web site?



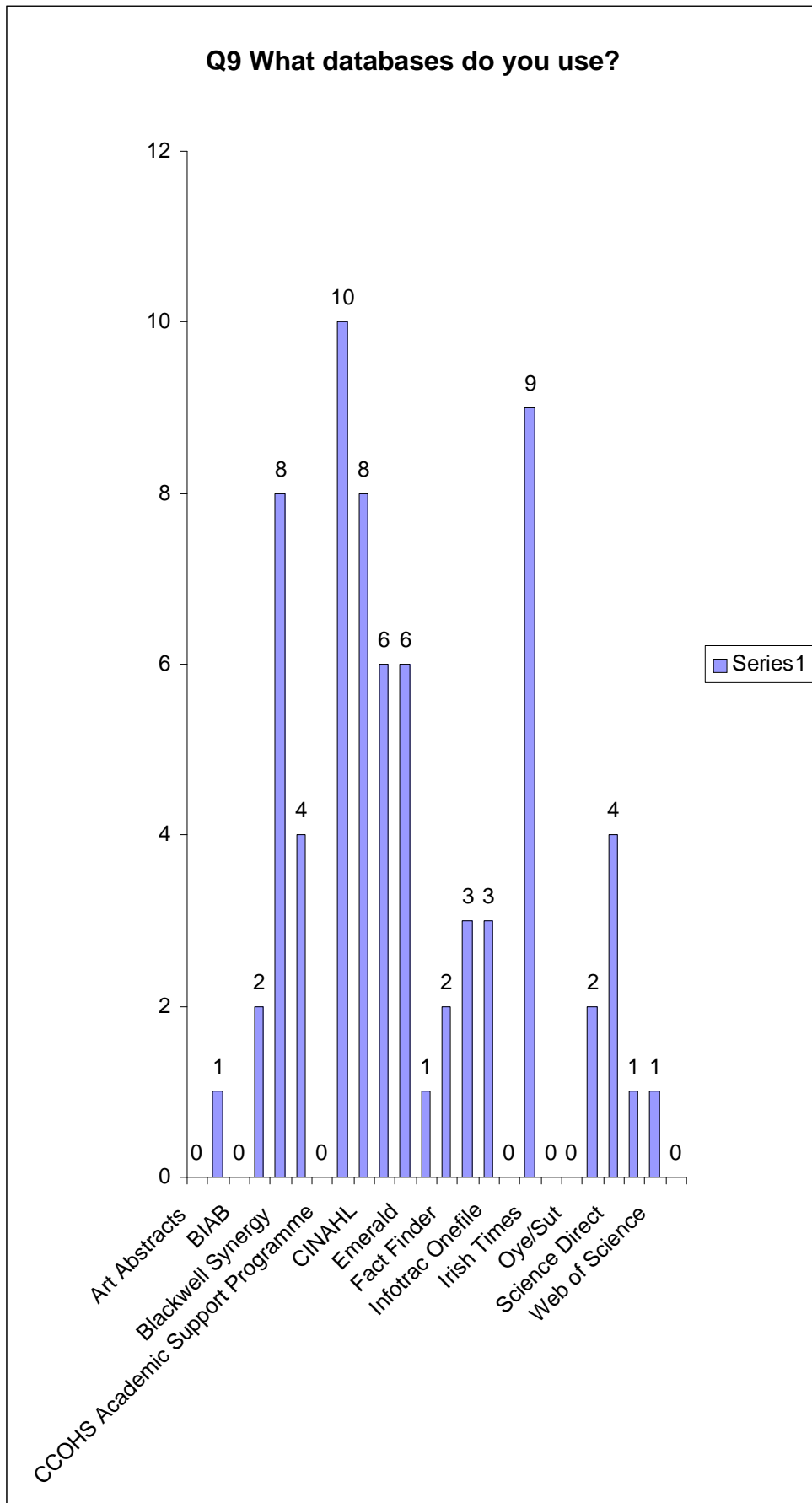
Question 7. Is the library web site?



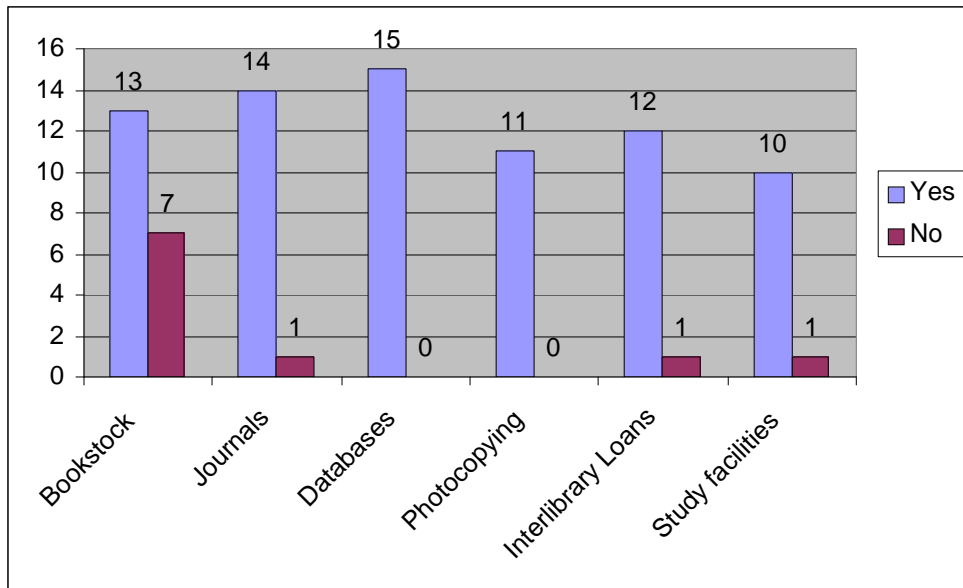
Question 8. How often do you search the library catalogue?



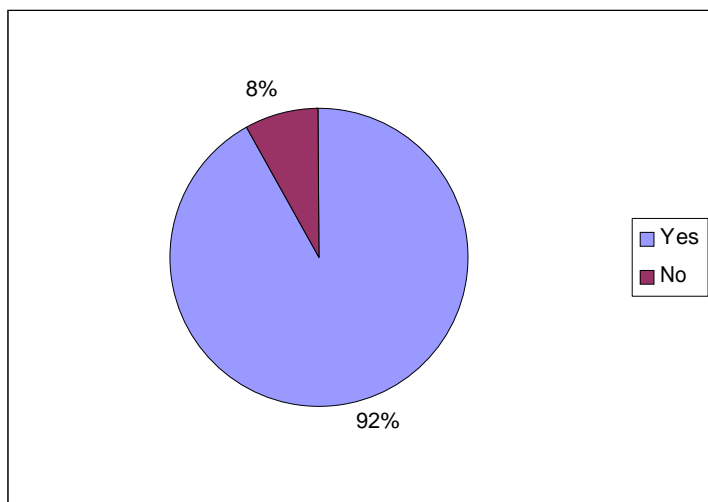
Question 9. What databases do you use?



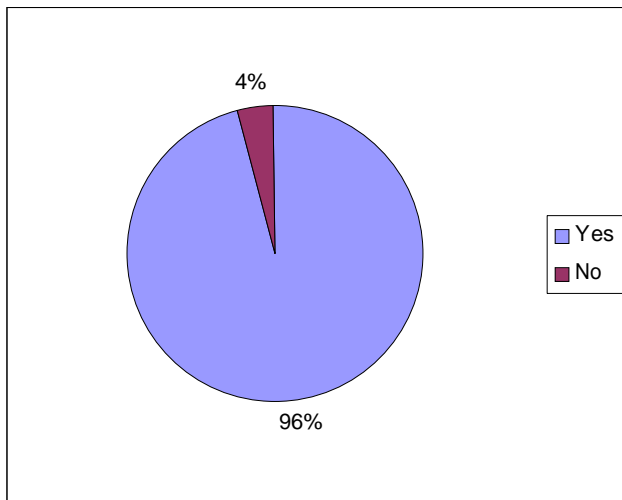
Question 10. Do the following meet your needs?



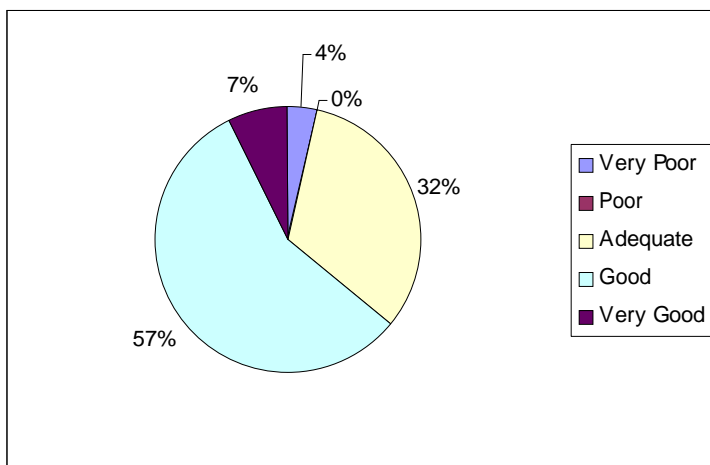
Question 11. Do you think the library should provide Information Skills training for students?



Question 12. Do you think the library should have an Information Skills session for all staff?



Question 13. What is your opinion of the library opening hours?



Question 14. If you think the library should extend its opening hours, what additional opening hours would you prefer?

- 1 Saturday 10- 5pm
- 2 Ok as is
- 3 Until 9.30 pm
- 4 Saturdays
- 5 Saturday mornings
- 6 Fine as is
- 7 From 5- 8 pm weekdays
- 8 Saturday 10am - 1pm
- 9 Opening hours are adequate
- 10 From 9am or 8.45am
- 11 Until 10 pm Monday to Friday & Saturday 10am - 1pm

Question 8. Additional Comments

Don't use enough to comment on
Library staff are very helpful - they check for books and notify when [ordered] books arrive
I don't know how to use the catalogue
There are some books on the shelves in Castlebar that are not on the catalogue –
examples of two construction books found recently
I don't know how to use or find it
I sometimes find what I need

Question 15. Additional Comments

Extremely impressed with staff who are most helpful on all occasions - it is a pleasure to use the library. Thank you all very much.

Very good facility, well run and organised.

Particularly interested in info skills session for staff. No idea we had so much databases. Familiar with the few I use from my own college days, but would like to be informed about what's new, their potential currently.

The library is very good at circulating info to staff on the databases available but an interactive session for staff would be very beneficial as a lot of the time it is easier to stick with the sources you know until somebody educates you otherwise.

Staff very helpful and informative. Good service provided overall.
Ordering additional books within the academic year would increase my satisfaction.

Find the staff very helpful at all times.

It would be helpful if the library functions were explained to all staff. It's a bit of a mystery at the moment.

I believe the library provides an excellent service within the existing resources.

None

All library staff are approachable and facilitating. Thank you.

I think the quality of service is not covered in this questionnaire – I experience it as efficient, courteous and helpful and professional! Keep it going!! Thanks.

Thank you

A one to two hour session on how to use all the library's facilities, particularly electronically would be very useful.

A one page document for each course at the campus would be very helpful ie explaining all the relevant information on their courses could be found ie Business

- a) books category 600-650 etc. (Ground/First floor)
- b) journals
databases

In general the library staff provide a very good service and are extremely helpful.

Great job. Always very helpful.

C. Buildings Plan 2003 and Revised Plan, 2006

Library Physical Expansion, summer 2003.

Introduction

The function of the library is to support the educational and research activities at the campus through:

- Provision of the necessary *information resources* to support course delivery and student learning.
- Provision of appropriate *information services* to students and staff.
- Provision of proper *equipment and facilities* and a suitable *learning environment*.

Current Situation

Castlebar campus library is at present housed on two floors with a total area of 515sq metres (the minimum acceptable by *LA Standards).

The ground floor currently houses all book stock, a small circulation desk which incorporates a staff desk, all journal stock, 97 student study spaces, the photocopier and the librarian's office.

The first floor currently houses IT/AV resources with 16 IT/AV student seats, a staff office and a student project room.

The existing library has exhausted its current space. It has become apparent that library buildings need to extend to better meet the needs of the current student body and to fulfill our remit to provide an information service to the students and staff of our nursing degree programme (previously delivered through the Health Board).

Our chief concern is to provide adequate library space for current and future numbers and to incorporate the Nursing library.

New Development/Requirements 2003-2006

Staffing

Current staff structure.

Grade 61

Grade 42

Grade 31 to be appointed

New staff structure required

Grade 61

Grade 51new

Grade 42

Grade 31

Grade 31PTnew

Porter 1PTnew

New staff structure approved by management.

Grade 61

Grade 51new

Grade 42

Grade 31

Proposed Management/Administration of 3 floor library.

That the three floors will be managed from ground and first floor with no permanent staff presence on 2nd floor.

It is proposed to have two staff based on ground floor and two on first floor with the librarian's office on the ground floor also. In practice due to limited staffing and extended hours (shift work) different staff will at times be assigned to both floors with the ground/entrance floor always being the priority area to staff.

In small libraries with limited staff numbers you will not find the same level of specialisation as in the larger university libraries. In smaller libraries librarians must be multi-disciplinary and ultra flexible in their skills, knowledge and approach in order to cover all areas of activity.

In brief:

It is proposed to split the book stock between ground and first floor in direct Dewey order from 000 to 999.

Ground floor books Dewey area 000-500. It is envisaged that the ground floor will be the main 'control' floor of the library with the circulation desk as the 'hub' of activity. Study seating here will be for 'quiet study'

First floor books Dewey area 600-900. The majority of Nursing books will be in the Dewey area 600- and therefore on the first floor. (It is proposed that 'Nursing' be absorbed into the library as a whole as opposed to being assigned to one physical 'area').

PCs and AV workstations on the first floor will be used by all students.

Study seating for 'quiet study'.

All journals will be on the second (top) floor. Group and 'silent study'.

Further details on each floor are given later in this document.

Staff duties:

Grade 6: management of all library resources, facilities and activities.

Grade 5: based upstairs. Journal acquisitions. Archive/binding. Current awareness services. Day to day IT services, monitor databases, liase with technician. Deal with IT/AV and book/journal queries on first and new second floor. Upstairs desk duties. Monitor book stock on first and second floor. Some cataloguing, books/videos/audios. *Front desk rota (ground floor)*. Evening duty.

Grade 4: based upstairs. Assist with journals/processing and binding. Processing of AV/IT resources. Monitor use of all AV/IT equipment and photocopier maintenance. Project room. Photocopying cash receipts. Exam Papers. Upstairs desk duties. Shelving. Organise and monitor movement of book stock between floors. *Front desk rota (ground floor)*. Evening duty.

Grade 4: based downstairs. Book Acquisitions/receipts/liase with lecturers/booksellers. Internal and inter- campus requests. ILLS. Monitor *missing books*. Official publications/Government pubs. Day to day activities and dealing with information queries on ground floor and first floor when necessary. Do weekly 'fines' receipts. Ordering appropriate stationary/equipment. *Front desk rota*. Evening duty.

Staff continued.

Grade 3: based downstairs. Front desk duty. Information queries. Overdues. Statistics. Post. Newspapers, newsletters. Book processing. Deweys. Maintain 'desk reserve'. Prospectuses. Annual Reports. Shelving. Evening duty.

Grade 3PT: Evening duty.

Porter: Security/maintenance: monitor main entrance security system, stairwells, CCTV, toilets.
Post.
Sort books, journals and all other resources between 3 floors, re shelf and maintain perfect Dewey order.
Book repairs and maintenance.
Monitor proposed reading room.



Three Floor Library. **Ground Floor**

It is proposed to link the three floors using the existing central stairwell and lift.

Cloakroom

New cloak room area adjacent to entrance with facility for hanging coats, storing bags etc. Must be clear view to library entrance/desk.

Entrance

New single entrance/exit point with clear view of stairs and lift. The new entrance should be situated around the two sets of double doors leading to the library corridor and the stairs/ lift.

Circulation Information desk

This will move to new entrance area and a new desk is required. This is the main control point of the library and should be immediately visible on entering the library. It needs to accommodate the following:

2 PCs for front desk routines (issuing, returning, renewing , requests).

3 network points.

1 desk phone.

Security system sensitizer/desensitizer, appropriately positioned for ease of use(with special regard to heavy books).

Adequate shelves built in to the desk for holding requested books, inter library loans, cd-rom/disks and request files.

A small area for information queries / consultations.

Filing cabinet built in.

Secure drawer for cash.

Desk Reserve shelving , (currently on 2 single bays of poor quality shelving) to be replaced. 3 single bays and space consideration for 2 single bay back to back.

Room for book trolley

2 way entrance /exit to & from desk. No dead ends.

Staff Offices

- 1 person staff *area* adjacent to and with clear access to and view of circulation desk. Large work surface for book receipting / processing. Allow for safe storage of boxes of books/adequate strong deep shelves at waist height.

Connecting two person office. 2PCs with 2 network points

2 phones.

Office photocopier

Filing cabinets. Book shelving needed for cataloguing.

Glass panels in walls and doors for clear view of desk and length of library.

- Librarians office. Standard office with shelving, filing cabinet. 1 PC with network point.

Library Store

Current library store is too small for library storage needs. Propose using the present 'Gents' toilets on the ground floor as extra store.

Open Access areas.

Student Seating

Currently there are 113 student seats between two floors.(97 are reading seats and 16 IT/AV seats).

There is also a group study facility suitable for 4-6 at any one time. With 900 full time students the seating ratio per student is 1:8 falling short of the desired ratio of *1:4.

To accommodate an expected student population of 1665 (2006) the new development must supply 300+ seats between 3 floors with a mixture of study corrals and tables. It is proposed to have approx. 100 of these seats on the ground floor.

Bookstock

Current bookstock is 6500 approx. An expected increase of approx. 800 titles each year would lead to a total of 9,300 books in 2006. Current (main general collection) book shelving consists of 10 back to back double bays 4 of which are poor quality and needs to be replaced. Space is needed for 35 new back to back double bays and 16 single bays of wall shelving. This increase is necessary to replace existing poor quality shelving, to accommodate books being housed on three separate floors and the new Nursing collection.

More single bay (flush to the wall) shelving is needed to make optimum use of space

Main general collection will be split between ground floor and first floor by Dewey number.

000s-500s on ground floor.

Reference books.

Currently occupies 4 single bays. Increase to 8. On ground floor.

Lounge area holding newspapers, newsletters, information leaflets and pamphlets.

Annual reports, prospectuses.

Map cabinet.

OPAC. Network point

Three Floor Library. **First Floor**

Staff Office

Extend existing staff office with clear view of extended library.

Space for two staff.

Second phone needed.

Open Access Areas.

Student Seating. Approx 75.

Maintain existing PC/IT seats.

70 new student study seats.

Photocopying room. Must be visible to staff, glass frontage/panels. Minimum of 2 double sockets.

Space for table. Reasonably close to the staff area.

Books. 600s-900s using a mixture of wall shelving (to save space) and back to back bay shelving.

Exam papers.

Returns trolley.

OPAC. Network point.

Maintain existing toilets on this floor.

Three Floor Library. **Second Floor**

No Staff office.

Open Access Areas.

6 new PC/IT seats in part of current CAD lab. Necessary network points. These PC seats should be adapted for students with physical handicap/special needs.

OPAC. Network point.

Returns trolley.

Journals

Current journals occupy 7 single 'lift up' bays at present. Double this amount to absorb the new Nursing journals, miscellaneous other publications, and future stock.

Boxed and bound journals occupy 8 single (flush to the wall) bays. These shelves are of poor quality, unsteady and not viable long term. Some boxed and bound journals have been moved to the store due to lack of space.

Space allocation needed for 4 double back to back shelving bays, and 6 single wall shelves.

Project Room

Existing toilets convert to project room with accommodation for 6. Flexible furniture, electrical outlets and network point needed. Visibility panels needed in door.

Student Seating.

130 seats. Silent study away from noise of ground floor and to a lesser extent first floor.

Reading Room.

Seminar Room 8 could be designated a reading room, day, evening or both. No direct access to library but close proximity will ensure easy access to borrow books etc. Access through back stairwell, across walkway, and through 'canteen' back door. This area could be used for the initial housing and cataloguing of the *Fr. Enda McDonagh Collection* which is to come to Castlebar at some date in the future.

Security/Safety/Noise

-Only one public entrance/exit.

-Security system in line of vision to the circulation desk and in direct line with entrance to stairwell and library lift on ground floor.

-No access to back stairwell from library. Present double doors to be alarmed/fire exits.

-All emergency exits to be fitted with panic buttons or alarmed.

-Panic buttons to be fitted to Circulation desk downstairs and staff office/desk upstairs.

-Limited staff on duty outside office hours necessitates CCTV on (first and second floor) for remote areas.

-Central interlinking stairwell must have :

CCTV .

Windows locked.

Must be well lit at all times.

Dark/hidden area under stairwell on ground level must be blocked in, (could be used as storage).

-Floor loading should be sufficient to support fully loaded book shelving.

-The lift will provide access for the disabled and facilitate movement of heavy items between floors and delivery of equipment and books etc.

-Noise is always a problem in libraries.

With three floors there will be transfer of noise between floors. Use of existing central stairwell and lift may keep much of the noise caused by people traffic to a minimum.

The main entrance door should be able to withstand heavy usage with minimum of noise.

Double doors on first and second floors must be fitted with *selectors* to ensure efficient, silent closure on use.

Due thought should be given to appropriate surface finishes for floors, stairs etc. The wood flooring on ground floor and second floor (current Language lab) may need limited carpeting in this regard.

-Serious consideration should be given to a separate heating system for the library.

The library at present can be one of the coldest areas of the building. The existing internal stairwell and atrium have exacerbated this situation and the stairwell radiators are woefully inadequate.

**The Library Association(LA), Guidelines for College Libraries, Recommendations for performance and resourcing. London : Library Association Publishing, 5th ed. 1995.*

Revised Plan, summer 2006

(June-06, Revised Buildings)

Physical expansion of Campus Library as part of new Nursing Development.

Meeting with Architect (Eamon McCarney) and Michael Corrigan (Buildings, GMIT). June 1st, 2006. Library staff present at meeting: Majella King, Olive Greaney, Anne O'Haire.

It was agreed that the purpose of the meeting was to come up with a list of library 'needs'. In discussions it was agreed that we were working without a definite budget. No specific budget has been assigned to library physical expansion/development. We were also working blind in that we may not have a 'free hand' in reassigning space. Taking over current non-library space would need to be approved by Katie.

Library Requirements:

<u>Student Seats.</u>	FT Students. 2005/06 figure.	Ratio
Current seating, 126.	850	1:7
Minimum needed, 200.		1:4

Book collection/Shelving requirements, approximate figures.

€25,000 spend per year on books. (600 books per year = 25 books per shelf = 24 shelves = 1 double bay + 4 shelves extra shelving required each year).

2006-2010. Space requirement for 5 double sided, double bays of stand-alone shelving.

Enda McDonagh collection: circa 3,500 books. (Unsure of actual size of collection).

Space requirement for 6 double sided, double bays of stand-alone shelving.

Journal Shelving

Current space will meet shelving needs until Jan 07 only. Wall space may facilitate this need but this too encroaches into reading spaces. (Architects took note of journal shelving space).

Area for Group study. Area for *Electronic Resource Training* workshops. More Student PC workstations.

The library has been without a *group study/project room* since November 2003 when the space had to be reassigned to accommodate books for our Nursing programmes. There is a demand for such an area especially in courses where students are encouraged or directed to work on some projects as teams.

The library needs a dedicated space for *Electronic Resource training workshops*. Currently the student computer area in the library is used. This is a high volume usage area of the library with 13 PCs. To do a workshop with a group of students the area has to be closed off to individual users. This reduces student access hours to library databases and indeed the area itself is not ideal for such workshops.

Because of the high volume usage the library should provide more Student PC workstations.

After some discussion between library staff and architects, the possibility of a *multipurpose room* was mooted. This room could be reserved in advance by students as a group study facility and could also be reserved for Electronic Resource workshops. The room would house a few PCs where students could work individually and also prebook for teamwork. When necessary library staff would close this area off for training workshops for both students and staff.

This multipurpose option was seen as a way of making optimum use of limited available space.

Special Needs.

There is a need for adapted PC workstations to cater to disabled and special needs students. A separate facility or possibly the extra PC workstations proposed above could be adapted.

Current IT Area on first floor.

Reorganisation of this space from existing lab layout of 3 long worktables to a possible circular arrangement.

Photocopying Room.

The library currently has a photocopying area housing two student photocopiers. Every effort has been made to minimise noise but the area is too open plan. An enclosed, sound proofed (if possible) area is necessary. Glass walls/surrounds necessary for visibility/supervision.

Staff Offices.

The need to rearrange / expand staff office space. Possibility of changing situation of library entrance / exit.

Miscellaneous.

Due regard to Disabled Access.

Internal 'Dumb Waiter' for movement of library resources between floors.

Proper ventilation in IT area on first floor. Need for window repair or alternative air conditioning.

Need for Central lighting on control (ground) floor.

Currently library has 3 sets switches upstairs and 2 downstairs.

Toilets.

No need for toilets in library. Incorporate female toilets beside 'gents' on ground floor in library corridor.

D. Staff Job Descriptions

Majella King, Assistant Librarian, Grade 6

- Responsible for the pro-active, cost effective and efficient management of the campus library.
- Management of library acquisitions, information services, readers' services, and electronic services.
- Management of the library budget.
- Management of staff.
- Management of library buildings.
- Planning for future development.
- Monitoring library with regard to Health & Safety.
- Leading staff in policy making and review.
- To represent the library in the campus organisation.
- To organise and deliver user education programmes.
- To promote library and information services.
- To undertake other duties or special projects as required.

Olive Greaney, Senior Library Assistant, Grade 5

- Serials Acquisitions (Irish and Swets) - Ordering, receipting and follow-up
- Cataloguing and Classification of books and journals
- Classification of Audio Visual materials
- Preparation and delivery of student Information skills workshops
- Electronic Resources – Ordering, customer support and liaison with suppliers
- Promotion of Electronic Resources to staff and students
- Database usage monitoring
- Information resources monitoring
- Student and staff information queries
- Course Subject Resource Guides
- Troubleshooting printers, photocopiers, readers, etc.
- Circulation desk duties
- Other duties assigned by Librarian

Anne O Haire, Library Assistant 2, Grade 4

- Book Acquisitions. Manage the ordering and purchasing of all book acquisitions.
- Process AV acquisitions.
- Liaising with book suppliers and academic staff, monitoring orders.
- Promotion of new books,
- Manage/process the Inter Library Loans Service – liaise with Irish Universities, Institutes of Technology, British Library, and Subito
- To deliver/promote and participate in user education programmes.
- Participate in induction, library tours, catalogue searches, information retrieval.
- Student and staff information queries
- Library notices and information.
- Update and develop Desk Reserve Collection.
- Monitor fines payments and prepare money for lodgement.
- Circulation desk duties
- To deliver training where appropriate to new/part time staff
- Other duties assigned by Librarian

Mary Hamrock, Library Assistant 2, Grade 4

- Detailed operation of the Serials module of the library management system, Millennium. Daily checkin & processing of journals. Creation, editing and amending of serial records. Archiving all records at the end of each year.
- Maintenance of current journal display. Maintenance of back issues of journals ie storage, signage & weeding.
- Promotion & marketing of journals through posters, email & flyers in staff pigeon holes.
- Claiming of overdue copies through Swets and also directly from Irish suppliers.
- Organise, bind and shelve hard copy exam papers seasonally. Liase with staff in the exam department over any discrepancies, queries or format changes that are occurring
- Creation of electronic format papers for access on the college website.
- Processing and maintenance of all videos, audio and dvd materials.
- Complete cataloguing of all IT/AV resources. Display and promotion of these resources.
- Circulation desk duties
- Student and staff information queries
- Monitor library photocopying equipment.
- To deliver/promote and participate in user education programmes.
- Weekly cash receipts for photocopying, preparation of lodgement.
- Other duties assigned by Librarian

Colette Harlowe, Library Assistant 1, Grade 3

- Circulation Services. Issues, returns, renewals, non-circulation items, holds. Fines, lost books and membership fees. Membership and patron records. Re-cataloguing items from general to short loan or desk reserve. Troubleshooting errors in item and bibliographic records as they occur. PINs. Partners cards. Inter library loan requests.
- Overdue Notices.
- Statistics. Training schedules.
- Monitor library security system, noise control, mobile phone policy.
- Signage. Ground floor and hallway notice boards. Information and service leaflets.
- Student and staff information queries.
- To deliver/promote and participate in user education programmes.
- Newspapers, annual reports, prospectuses, careers.
- Book repairs, binding.
- Desk Reserve / Lecturers' notes.
- Equipment acquisitions.
- Library Store.
- Post.
- Other duties assigned by Librarian.

E. Staff CVs.

MAJELLA KING

Assistant Librarian, Grade 6

Academic Qualifications

Higher Diploma in Library and Information Studies. University College Dublin. 1986

B.A. (History and Politics). University College Dublin. 1981

Leaving Certificate. Presentation Secondary School, Kilkenny. 1978

Work Experience

RTC(Galway) / GMIT, Castlebar Campus Library. 1994 - 2007

Part time Sales Assistant. Wigoders Home Decorators. (Fletcher and Phillipson). 1992- 1994.

Assistant Manager. Wigoders Home Decorators. (Fletcher and Phillipson). 1989- 1992.

Senior Library Assistant. Offaly County Council. 1988-1989.

Senior Library Assistant. Mayo County Council. 1987- 1988

Library Assistant. Offaly County Council. 1986 - 1987.

Library Assistant. Kilkenny County Council. 1983- 1985.

Library Assistant. Kilkenny County Council. 1982- 1983.

Professional Bodies

Membership of the Library Association of Ireland.

2004. Secretary. Western Regional Section, Library Association of Ireland.

2003. Treasurer. Western Regional Section, Library Association of Ireland.

OLIVE GREANEY

Senior Library Assistant, Grade 5

Academic Qualifications

Masters Qualifying Examination in Spanish NUIG (2001)

Higher Diploma in Library and Information Studies (Hons.) University College Dublin (1999)

B.A. Degree in English and French (Hons.) University College Galway (1988)

Work Experience

Visiting Librarian, Mayo County Council, Castlebar, Co. Mayo (2002-present)

Continuing Education Spanish (Part-time), GMIT, Castlebar Campus (2000-2005)

Primary Teacher, Lincoln International Academy, Santiago, Chile (1993-1997)

Primary Teacher, St. Michael's School, Madrid, Spain (1991-1993)

English as a Foreign Language Teacher, C.E.P.S.A., Madrid, Spain (1990-1991)

English Language Teaching Assistant, Collège Foch, Hageneau, France (1988-1989)

Other Information

Diploma in Teaching Spanish as a Foreign Language, Menendez Pelayo International University, Santander, Spain (2002)

Superior Diploma in Spanish as a Foreign Language, Instituto Cervantes (2002)

Fluency in Spanish and French

Professional Bodies

Membership of the Library Association of Ireland.

Western Regional Section, Library Association of Ireland.

ANNE O'HAIRE
Library Assistant 2, Grade 4

Academic Qualifications

The University of Manchester, England
Three-Year Teachers Certificate 1975-1978

Work History

2003 - Galway Mayo Institute of Technology, Castlebar Campus
Library Assistant Grade 2
1998-2003 Galway Mayo Institute of Technology, Castlebar Campus
Library Assistant Grade 1
1986 – 1998 Mayo County Council, The Mall, Castlebar Co.Mayo
Branch Librarian/Library Assistant

Professional Body Membership

The Library Association of Ireland - Western Region Section
The Irish Innovative Users Group

MARY HAMROCK
Library Assistant 2, Grade 4

Academic Qualifications

Leaving Certificate 1994 – (7 Hons) (1 Pass).
IPA Certificate in Local Government. Mayo County Council 2000.
Certificate in Local History Studies. GMIT 2003.

Work Experience

Library Assistant Grade 2 (Gmit) Castlebar Campus 2004 – Present.
Library Assistant Grade 1 Mayo County Council 1996- 2004.
General Operative Volex Interconnect Ltd Castlebar 1994- 1996.

COLETTE HARLOWE
Library Assistant 1, Grade 3

Academic Qualifications

(Presently undertaking) Higher Diploma in Library and Information Studies. University of Wales, Aberystwyth. , 2007 –
RELSA (Recognised English Language Schools Association), TEFL Certificate, 2002-2003
M.A. English (Ireland, Narrative, Modernity), NUI, Maynooth, 2001
B.A. (English and Economics). 2000
Leaving Certificate. Scoil Mhuire, Ballinsloe, Co Galway. 1997

Work Experience

Library Assistant, RTC(Galway) / GMIT, Castlebar Campus Library. 2003-
English Language Teacher, Freelance, 2002-2003
Library Assistant, Bibliographic Services, John Paul II library, NUI, Maynooth 2001-2002
Food preparation assistant, O Briens Sandwich Bar, Grafton Street, Dublin, 2000-2001
Customer services attendant, Joyces Supermarket Knocknacarra, 1999-2000

Professional Bodies

Membership of the Library Association of Ireland.
Western Regional Section, Library Association of Ireland.

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