Year in Review: 2011-2013

Contributors:

Aston University
University of Bath
University of Birmingham
BPP University College
University of Brighton
Canterbury Christ Church University
City Business Library
City University, CASS Business School
Cranfield School of Management
De Montfort University
University of East Anglia
University of Edinburgh Business School
University of Exeter
University of Glamorgan
University of Huddersfield
Judge Business School
Kingston University
University of Limerick
Liverpool John Moores University
London Business School
London School of Economics
London South Bank University
Newcastle University
University of Northampton
Plymouth University
University of Sheffield
Sheffield Hallam University
University of Worcester

~ Business Librarians Association (BLA) website: www.blalib.org ~
This summer we will be completing the refurbishment of the Library, bringing both the second and third floors up to the standards of the ground and first floors. When we have finished, the second and third floors of the Library will be transformed, with new teaching rooms, more study spaces, new furniture, additional group study rooms, enhanced wireless access and improved heating, lighting, ventilation and décor.

Photographs of the refurbishment as it progresses are available via Flickr at: http://www.flickr.com/photos/lis_refurb/collections/

Over the summer of 2012 the Library implemented EBSCO Discovery Service as the main search tool for books and journals. To complement this we also introduced LibGuides as a route through to subject specific databases. The LibGuides have been very well-used with over 26,000 views of the Business & Management LibGuide since January 2013. Business Information Specialists have also added warc.com to their subscriptions this year.

For the academic session 2012-13 the Library has been open 24/6 throughout term-time, although the opening hours will be reviewed for 2013-14. A new self-service facility for borrowing laptops, available whenever the Library is open, has been very popular with students.

Over the summer we will be running a series of ‘Research Bites’ sessions. Topics for this year's seminars include:

- Fine-tune your literature searches
- Measuring Research Impact: yours and others’
- Using Endnote to organise your references
- What can Open Access publishing do for you?
- Managing your Research Data

Last month we said goodbye to Malcolm Horne who covered Nicola’s maternity leave post. Nicola is now back from maternity leave and will continue in the role.
Unfortunately neither Nicola, nor Lydia can attend the conference this year, but we wish you all a very productive and successful conference and look forward to reading the conference review.

Lydia Matheson and Nicola Dennis, Business Information Specialists
Emails: l.a.matheson@aston.ac.uk; n.dennis@aston.ac.uk

University of Bath

This review is being written to the sound of heavy machinery just outside our window! The temporary amnesty of blissful peace to aid exam revision has given way to full volume activity now the students have departed. The campus is reverberating to the sound of major construction as new teaching and accommodation blocks are being built.

The University has continued to do well in the league tables and applications are above the national average. The University decided to leave the 1994 group last Autumn. A new alliance has been formed with Bristol, Cardiff and Exeter called the GW4. This alliance is research led and will “explore and identify opportunities where our combined research strength can more effectively address global challenges, while also maximising the impact of and return on investment from research funding”¹. There is a strong focus on the university’s international profile.

There have been changes in the Library following the retirement of Howard Nicholson. We have a new University Librarian, Kate Robinson, our former Head of Academic Services who has stepped in to the role and is busy reviewing our practices and structure.

Primo, our new library catalogue and resource discovery service was launched in September. This prompted some very last minute updating of library induction sessions! The ability to search to article level on the catalogue has proved popular with the students.

We have been experimenting with Screencast-o-Matic, a free screencapture programme to produce short videos. We have done a series on referencing and plagiarism, as well as using it to answer database enquiries.

¹
Student Experience officers have been appointed in the School of Management to help improve the student experience. We have found them to be invaluable allies to embed our induction and research skills sessions in the timetable and we enjoy regular meetings with them to discuss student concerns.

The Library participated in the SCONUL Walk in Access to E-Resources (WATER) project, aimed at assessing how well UK HEIs are providing walk in access for members of the public. Our Information Systems Librarian has configured 20 Sun Ray thin client terminals which are ‘locked down’ to provide visitors with a method of accessing only resources which allow ‘walk-in access’.

Following our pilot project using QR codes a few years ago, the Library is now working with other interested parties in the University to promote the use of augmented reality (AR). An AR app used on a mobile device adds a layer to a picture (either in hard copy or on a PC) which can be used to provide additional text, images or film. Throughout June the Library is displaying an ‘Images of Research’ exhibition in the Library foyer. Visitors are encouraged to download the AR app and hold their mobile phone or tablet computer over the images to discover another ‘layer’ of information. This technology can be used to bring posters and displays to life.

References:

1. University of Bath News, 2013. The University of Bath joins new Regional Research Grouping
   Available from: http://www.bath.ac.uk/news/2013/01/24/gw4-announcement-2/
2. SCONUL, 2013. WATER: Walk in Access to E-Resources. Available from:
3. University of Bath Public Engagement, 2013. Available from:
   http://www.bath.ac.uk/research/about/imagesofresearch/2013/index.html

Jane Hill and Helen Rhodes, Management Subject Librarians
Email: lismanlibs@bath.ac.uk

University of Birmingham

It has been a busy couple of years at Birmingham. The numbers of students in the Birmingham Business School has remained high and we have continued to offer our suite of induction and information literacy sessions to all programmes throughout the year as well as one to one consultations. We have continued to work on obtaining reading lists, ensuring we have sufficient copies of the latest editions of key texts, as well as looking to see whether eBook access is available. With the help of academic colleagues, we have been reviewing some of our very low usage book stock. It is an exciting time for Library Services, with considerable investment in our systems over the last couple of years as well as the approval of a new Main Library.

In terms of systems, we have implemented a new resource discovery service (FindIt@Bham – http://findit.bham.ac.uk) which went live in September 2012.

~ Business Librarians Association (BLA) website: www.blalib.org ~
FindIt@Bham has been heavily customised to meet the needs of the University's staff and students. Feedback and usage statistics have been positive. We have also implemented a new reading list system, which integrates with FindIt@Bham, and a new electronic resource management system. We are currently implementing a new library management system which will go live over the summer.

The new Main Library has been approved which will “provide outstanding facilities for a new generation of students and researchers, as well as an open access cultural hub/gateway for the University and the city, with some services available to the public”. Over the next few years we will also see the construction of a separate Research Annexe which will “better accommodate and preserve our low use, but important heritage print collection”.

Subject Advisors have been broadening out the subject areas which they can support and colleagues such as Lisa Anderson have been, and will continue to, offer support to the School alongside.

Steve Bull, Project Manager / Subject Advisor
Email: s.a.bull@bham.ac.uk

BPP University College

It has been a year of change for the Business School this year; new programmes, new librarian and oh, an actual library! As you probably know, BPP Business School was once fully digital, but students requested a hard copy lending library (see, students DO read) and that’s what we gave them!

This has resulted in:

- A big improvement in noise and behaviour: the psychological effect of a ‘traditional’ library means they view it as a place to study, rather than meet with friends.
- Improvement in the quality of reading material: teaching staff are no longer limited to recommending eBooks.

~ Business Librarians Association (BLA) website: www.blalib.org ~
Of course it has also brought its own problems; the library has no Issue Desk, just a self service machine. This means that some days much of my time can be taken up with simple circulation issues and, of course, without staff inside the library there’s nothing to stop students taking material away with them without checking it out first. Budget constraints mean that we’re currently unable to recruit, but fingers crossed for the September term!

More changes and achievements in the LIS this year:

- Redesign of our Virtual Learning Environment. Business specific pages have also had an overhaul with an improved lay out, video tutorials and in-house user guides also uploaded.
- A formal induction programme has been implemented with, where possible, programme specific inductions for each cohort. Inductions are also now more interactive and based around problem solving, rather than in a traditional lecture style.
- Usage stats have increased and doubled for many of our online resources. I believe the structured induction sessions have had a big impact here.
- Going online! There has been a big push towards online learning so we have been in the studio creating video tutorials and running webinars for our distance learners.

Charlie Cohen, Library Manager
Email: CharlieCohen@bpp.com

University of Brighton
The Aldrich Library at the University of Brighton

Resources

- We recently cancelled our subscription to Gale Newspapers and changed to UK Newsstand because it included the FT and the Economist, only to discover via LIS-Business that they were withdrawing either their total or recent content. We still have access to more than we had before but it is disappointing.
- The increase in price of GMID as it became Passport GMID has had an impact on the budget for business resources and usage will be monitored.
- As a multi-site institution we were able to cancel duplicate subscriptions to journals which are available online, and make savings to the journals’ budget.
- Using surplus from the central budget, we were able to purchase the Wiley Business and Management and the Elsevier Business, Management and Accounting back-files of journals, and the Taylor & Francis Business and Economics eBestsellers electronic books collection. These were one-off purchases providing perpetual access to the material.
- We have spent the year encouraging and training academic staff to use the online reading list service Aspire, although take up has been slow. The Library Business team are taking further measures over the summer to encourage more academics to use it.
• We are about to purchase Summon, the Resource Discovery tool, which will have an impact on IL training.

Library procedures
• We are in the process or reviewing our loans and fines procedures. With the advent of e-books the importance of short loan books has declined and we plan to reduce the number to only those that are in very high demand.
• We are currently investigating making inter-library loans online at the requesting stage which we hope will be introduced from September 2013.

Study space
• To provide more social working space for students we removed the remnants of our reference collection and replaced it with casual seating and s-shaped pods containing a round table and chairs in each of the circular sections, all in a bright colour scheme. These are always busy, although the lack of power points has meant that laptops cannot be used for any length of time.
• We have extended our opening hours during term time so the study floors of the library are open until 2am for 7 days a week. We have also provided 24 hour study space during exam time, and this has proved very popular with students from our site and from other University of Brighton sites where such extended hours are not available.

Pauline Coverdale, Information Adviser
Email: P.A.Coverdale@brighton.ac.uk

Canterbury Christ Church University

Following the opening of Augustine House Library and Student Services Centre just over three years ago, we have taken the opportunity this year to review the library learning spaces. We have looked at how other libraries create, manage and promote different types of learning spaces within their buildings and listened to student feedback. In response to student requests for additional quiet or silent study space, this year we have piloted an extension of the Quiet Zone across the whole of the third floor. However, due to problems managing this space, we have recently reviewed this.

In September 2012 we launched 'Just Ask' - our roving library support service. We investigated similar services in other academic libraries, sourced suitable furniture, defined the service and its operational hours and worked with external trainers to develop a training programme for library staff. We had over 2000 enquiries during the first month and we continue to monitor enquiries to identify trends. The Just Ask service has been positively received by both students and staff, helping users at their point of need.

Work continues on the development of the institutional repository known as CReaTE (Canterbury Research and Theses Environment) which was launched in July 2011. It
now contains over 6,500 records. The major activity for CReaTE this year is its use to support the compilation of outputs required for the 2014 REF.

This year we are implementing the resource discovery tool Primo from Ex Libris. The soft launch began in May and will run over the summer months, allowing users to try out the new tool (LibrarySearch) which will be available alongside the existing library catalogue and e-Library search options. The full launch will be in September 2013 when LibrarySearch will become the main search tool.

Karen Goodwin, Faculty Liaison Librarian (Social & Applied Sciences – Business) Email: karen.goodwin@canterbury.ac.uk

City Business Library

It has been a busy year at the City Business Library, as we have continued to develop our programme of events and our promotional activities.

Our events programme has grown considerably, and we now run approximately sixty free seminars a month for anyone to attend. The subject range includes such topics as - starting a business, finance issues, marketing using social media and personal development topics. All the speakers give their time free of charge. At the beginning of the year, due the overwhelming amount of administration involved, we moved our events bookings online, and customers now book a place via Eventbrite. This is proving very effective, and makes the booking process more efficient for customers. The events programme at the City Business Library is now a key part of our service, and so we recently appointed a full-time Events Programme Co-Ordinator to our team. The events attracted over 7,000 people in 2012 (we didn’t hold any events for 2 months during the Olympic period).

Due to the number of fashion start-ups in the City and surrounding areas, we have been looking for ways to respond to their information needs. We have increased our printed resources for fashion, and we also held two fashion networking events – with pop-up shops during the day - giving small local firms to promote their products to a City audience. The events gave people interested in setting up a fashion business, the opportunity to speak to business support organisations, and listen to talks by key people in the industry. These have proved to be very successful, and we hope to hold more fashion events in the future, as well as other themed events for different user groups.

The City Business Library has also developed our presence on social media, in order to engage with our existing customers and promote our services to new audiences. We have active Facebook and Twitter accounts, maintain a LinkedIn group, and just before Christmas we filmed two YouTube videos.
The main video (available [here](#)) aims to help new users find us and is a quick overview of our services. The second video (click [here](#)) is a light-hearted look at the library. We plan to have more short “How to” videos to promote our collections.

**Goretti Considine, Head of City Business Library**

**Email:** Goretti.Considine@cityoflondon.gov.uk

---

**City University, CASS Business School**

**City University London Library Services**

**Strategic investment**

The repositioning of City University as a research institution has released around £1.5 million to the Library each year for the next four years, to invest in new educational and research resources and services. The additional funds will help us to build a much stronger and healthier collection of resources for our students and will increase our spend per student to a level equivalent to that of other research universities within the UK. Strategic investment funds have so far been used to extend opening hours (the Cass library now closes at midnight every day), purchase additional books and journals (print and electronic) subscribe to new databases and purchase some new assistive technology equipment. Strategic investment funds will also be used to create a welcome area in the Cass Learning Resource Centre over the summer with new Library and IT Service Desks. This enhanced resource will enable us to deliver services and provide support more effectively.

**Student choice: More Books campaign**

Arising out of strategic investment funding, this initiative allows students to select stock directly for the library. With minimal staff intervention this has resulted in some useful additions to our collections and is proving very popular with our newly empowered students.

**Realignmnet with University vision**

During 2012 City University Library Services underwent a restructure to align ourselves more closely with our University’s vision for 2016. This resulted in two additional roles of Research Librarian being created (one of which is 0.5 at Cass), a Head of Library Academic Services and a Head of Customer Services.

**Loving the Library**

The Library Services Promotions Group (of which I am Chair) started a series of successful campaigns in January called ‘Library Loves’. Each month a new or existing library service or resource is promoted. Our June ‘Library Loves’ focuses on search skills. Earlier campaigns have covered e-resources, ‘More Books’, social media, citing and referencing’ and feedback. We also introduced our new library identifier which you can see in this report!
Redaing Lists Online
This academic year we are implementing submission and management of reading lists using Reading Lists Online (Talis Aspire). Reading Lists Online facilitates the submission and management of reading lists whilst adding greater flexibility. It should ensure that the library gets to see all the reading lists too.

Cass Library Services

Library spaces
Over the summer we created a dynamic new Financial Resources Zone providing a unique space in a professional and stimulating environment. The Zone houses key financial resources such as Bloomberg and Datastream and features a ‘state-of-the-art’ market ticker displaying financial market data and news.

Our Bloomberg Dealing Room was also refurbished over the summer turning it from a tired computer room into a slick, modern dealing room.

Cass is expanding both its corporate-facing activities and undergraduate programme so Library Services has been working with Business School colleagues to provide a ‘library presence’ in these new areas. This will include provision of access to specialist e-resources plus core print journals collections with library staff offering pop up surgeries.

Appy students
In the Autumn we launched our Finding Company Information app. Students tell the app what they need company information for (assignment, interview, presentation, meeting) and it directs them to the best databases for their needs. Students can also view our ‘one minute wonder’ videos on each resource which will show them how to search the databases for the information required. The new company information app works on iPhones, iPads, iPods and android devices.

Loaning iPads
In June we launched iPad loans in the Cass Library. We have ten iPads which are just available for use in the Learning Resource Centre. The iPads are loaded with relevant business content (including our Finding Company Information app).

Online certification
Our popular library certification went online this year. Students can watch videos, take a short assessment, and then request a certificate showing which databases they have been trained in to add to their CV.

Jacqui Gaul, Head of Library Services Cass Business School
Email: j.r.gaul@city.ac.uk
Cranfield School of Management

University Changes – New Vice Chancellor
Professor Sir Peter Gregson will become Chief Executive and Vice-Chancellor of Cranfield University from 1 August 2013.

The Business School
Cranfield continues to perform well in the FT, Economist and Forbes rankings. We have risen to 8th in the world and 1st in the UK in the ranking of customised executive education programmes compiled by the Financial Times. Our MSc Finance and Management programme is now ranked 11th in the World and 3rd in the UK.

In April 2013, Cranfield hosted the biggest ever UNICON (The International University Consortium for Executive Education) Directors’ Conference.

The School is diversifying its portfolio of MSc courses with 3 new full-time MSc programmes starting in September: MSc in Management, MSc in Retail Management, and MSc in Strategic Leadership.

The Management Information & Resource Centre (MIRC)
There have been a few library-wide developments at Cranfield. Simon Bevan has been appointed as Director of Library Services and University Librarian. A new library strategy is being developed and restructuring of the library is taking place. The University Careers Service has become part of the library service.

Our Library Alumni Online (ALO) service has successfully secured Sage Journals.

The library has recently started investigating the implementation of an Enquiries Tracker.

All our Information Specialists have been given iPads to enable them to experience the library service as our customers are through tablets, smart phones etc.

In MIRC, we have been busy improving our online presence and the newly designed MIRC website was launched in August 2011.

Following the successful introduction of Bloomberg a number of students from both the MSc Finance and Management and MBA courses signed up for and completed the Bloomberg Essentials Online Training programme. MSc Finance and Management students have also been given the opportunity to take the Bloomberg Assessment Test.

Sheila Chudasama has joined the team as Business Information Specialist supporting Cranfield’s Executive Development clients.

The Knowledge Interchange (KI)
KI continues to invest and innovate in our networked learning approach and for one of our new clients; a large part of their customised MSc is being delivered via IPad. KI

~ Business Librarians Association (BLA) website: www.blalib.org ~
supports the School’s executive development delegates both on and off campus throughout their programme. Delegates may access the University library’s electronic resources in KI and if on a modular programme, remotely via Athens.

**KI Online**

Delegates on customised programmes and any subscribing School alumni, may access the KI Online service; an electronic toolkit that includes full access to commercial information providers and Cranfield faculty output. Newly added content includes ‘60 seconds with…’; learning bytes on a range of business and management topics from our faculty and management themes; which draw together faculty research, key concepts, articles and presentations in 13 key areas. The third party database offering continues to be popular with our commercial clients.

**Sheila Chudasama, Business information Specialist**  
Email: s.chudasama@cranfield.ac.uk

---

**De Montfort University, Leicester**

I suspect I won’t be alone in saying that this period has been one of stress, from a budgetary point of view that is. The past few years has seen our budget have to work even harder, having to prioritise purchases and cancel some subscriptions is certainly not a pleasant part of the job. However, for all our tribulations we continue to get excellent feedback from our students and staff who continue to be appreciative of our services.

So what’s new? The Business School are in their new building, Hugh Aston Building. This academic year we started offering drop-in sessions in faculty as a way of reducing the pressure on my time doing one to one tutorials. And, pleasingly it seems to have worked.

We have a new library space called the Greenhouse; it literally is green and crammed full of IT and group study spaces. We purchased Libguides so now have easier access to our electronic resources. We have an increased presence on Blackboard and are now looking to integrate our Libguide tutorials with our Blackboard shells to avoid duplicating work. There has been a push towards migrating our teaching to online delivery and we started with the Researcher teaching materials which are about to go live. Similarly, we have altered the way we approach inductions. We introduced e-inductions whereby the new students are sent an online tutorial about the library before they arrive. Additionally the undergraduates meet me for a quick ‘hello’ in Freshers’ Week and then are sent on a guided library trail which I helped put together. It has certainly made induction-time more manageable.

A major project for me has been the creation of a graduate skills licence; this aims to encourage students to apply information literacy skills to the workplace. Like many other Higher Education Institutions DMU has placed employability high up on the agenda. A result of our research is that we now offer commercial awareness workshops

~ Business Librarians Association (BLA) website: www.blalib.org ~
to students and we also held a conference presenting our findings. I am currently involved in a project looking at how the library communicates with researchers. More on that next year.

A Copyright Officer has also been appointed and I have been working with him organising drop in sessions in the Business School where academics can come along and learn how to legally place materials on Blackboard.

Last but by no means least our Director of longstanding, Kathryn Arnold, left at the end of May 2013. She is replaced by an old friend of the BLA, Jo Webb.

Nathan Rush, Business Librarian
Email: nrush@dmu.ac.uk

University of East Anglia

In July I took on the role of Social Sciences Faculty Librarian at UEA, taking over from Ellen Paterson who is currently seconded elsewhere in the University. The role means I have responsibility for managing the NBS collection and delivering information literacy sessions – but I am also responsible for 6 other schools, so I find myself a little stretched! The Norwich Business School at the University of East Anglia now has 1,292 students and is growing fast, particularly in our MSc courses, and demand for resources remains high.

The library itself remains committed to listening to and responding to our students’ requests, which we solicit through the annual library survey, attending student-staff committees and most recently through our roving librarian programme ‘Librarians Let Loose!’ We had great fun getting out into the various social spaces on campus – cafes, corridors and ‘hubs’ – and asking our students just how useful the library is for them.

We were delighted to hear a great deal of positive feedback from our students, as well as requests for more computers and IT support – inevitable really!

I will be working this year to help enhance the Business School information skills training by providing sessions for second year students as well and first year inductions. We have also been successful in securing additional university funding for on-going resources which are sorely missing from our offer, including Mintel, Thomson One Banker and PsycArticles. These resources will help us to provide a more effective service at a time where academics as well as students prefer for content to be delivered online wherever possible.

Carly Sharples, Social Sciences Faculty Librarian, UEA.
Email: c.sharples@uea.ac.uk
University of Edinburgh Business School

We started the academic year with three new MSc programmes, an MSc in Banking and Risk, an MSc in Financial Management and an MSc in Human Resource management, adding another 95 students to our postgraduate numbers. The School has grown significantly, with an increase of 25 new academics and 10 more new roles on the administration side. The School is at full capacity because of this rapid growth and larger offices are being converted into additional smaller offices.

The School has two variants of the MBA programme - a 12 month programme covering all the main management disciplines and a 16 month programme offering an additional study abroad and internship component. In September 2013, the Business School will welcome the first cohort onto our new Executive MBA. This two-year programme is delivered once a month, on campus running from Friday afternoon to Saturday evening. We also have currently 11 MSc programmes – Accounting and Finance, an award winning MSc Finance and Investment, MSc Banking & Risk, MSc Financial Management, Carbon Management also an award winner, Carbon Finance, Human Resource Management, International Business and Emerging Markets, Management, Marketing and Marketing & Business Analysis. On the Research side we have around 130 PhDs. This makes a total number of just under 650 postgraduate students. We also have around 850 undergraduates. On top of this, the School runs a number of Executive programmes. The future of any business depends on the successful development of its people. That is why our executive education work is so important. The Business School also provides a supportive environment and excellent facilities for delivering external events.

Within the School’s own library, it has been a very busy year with seating capacity used up almost the entire working day most days. Enquiries from postgraduate students, staff, alumni and externals continue to come in apace, keeping me busy. The big difference is that I now have a full-time assistant who has his library qualifications. He is currently progressing through his CILIP Chartership.

After many requests from students, the Hub is now open 24/7, much of the time unstaffed. It has desks for 38 students, with 19 of them having PCs linked to BizInfo, the Hub website. The rest are for quiet study. There are also several settees scattered around the room which prove popular. The room is accessed by all post graduate students and staff, so our user group is now around 750 in total. All post-graduate students can make appointments to see me for help with their research needs and help in the use of the many databases we subscribe to. The associated website provides access to the ‘catalogue’ of stock in the Hub as well as links to the databases and wider web links to

~ Business Librarians Association (BLA) website: www.blalib.org ~
websites of repute and value to researchers. The collection is reference only, so there is no borrowing. The majority of textbooks are available to borrow through the main library right next door.

Our big project for this year was the investigation and purchase of a new library management system for our small collection. Up till now the structure and support of the resource has all been built in-house, but problems with keeping this solution going led to the decision to purchase a bespoke system. We are in the process of implementing it and have had first conversion of data.

Out-with the School we are also supported by the main University Library and have the part-time support of a liaison librarian there. Together we deal with new book titles requested by academic staff and the strict maintenance of journal subscriptions. The main library has a variety of new projects in the pipeline with a move towards patron driven acquisition. The Talis Aspire project is now nearly a year into its development and is now looking for champions to test drive it.

Deborah Morrison, Business School Librarian.
Email: d.morrison@ed.ac.uk

University of Exeter

The University of Exeter Business School opened its new wing (confusingly called Building One) in 2011 and refurbished its existing buildings. This provides new teaching, study and social areas as well as new offices. Exeter has applied for EQUIS accreditation and is awaiting the results of the recent visit by the EQUIS team.

The University Library was completely transformed as part of the Forum project, opened by the Queen in May 2012 and this has provided much needed new facilities, including an extension to the Library, a 400-seat lecture theatre and 2 exploration labs with surface tables to facilitate new teaching methods. The Library is now open 24/7 for most of the year with more than 100 computer work stations and a full WiFi network. Other library buildings have also been refurbished to cope with the increase in student numbers.

The Business School has invested heavily over the past 3 years to increase electronic resources for undergraduates and research. The collection of e-books for business and economics now has more than 6,000 titles and more than 10 databases have been added.

All learning resources are integrated in the Exeter Learning Environment (using Moodle) and a service for creating online reading lists has been set up, using Talis software. Information literacy and library research skills are now being marketed as an essential part of the employability and skills package.
Patrick Overy – Subject Librarian (Law and Business)
Email: P.C.Overy@exeter.ac.uk

University of Glamorgan

This is been an incredibly busy couple of years with lots of change. The library on our Treforest campus is undergoing a major refurbishment, due for completion in 2014, but the even bigger news is that in April 2013 we merged with the University of Newport to become the 6th largest higher education institution in the UK. We are now The University of South Wales. There is still a tremendous amount of uncertainty about restructuring and locations, and it will take a long time to merge our library services, but so far so good.

On a professional note, we have been busy working on our social media strategies to support our respective students, staff and researchers, and Emma has been doing the circuits in Wales to talk about her experiences. We are both part of a project group working with software developers at Capita to create a mobile version of Talis Alto. The app is called Talis Soprano and thus far it appears to be working well. Our interest in this development is particularly focussed on how it can be used to support our external ‘roving’ practices. Emma has been involved in projects to deliver an online chat service for the library, and to re-engage academic staff with online reading lists since our upgrade from TalisList to Talis Aspire. Sue has been involved in projects to develop and promote the university's information literacy strategy, and has created a referencing guide for law (OSCOLA).

We have both found ourselves increasingly involved in teaching, and are starting to feel more like lecturers than librarians. Emma sends her thanks to those BLA members, particularly Stephanie Allen at the University of Worcester, who encouraged her to study for a ‘Postgraduate Certificate in Learning and Teaching’, which she hopes to complete by the end of the Summer vacation. Sue already has this qualification, and also recommends it.

Emma Harrison (@uswbuslib), Information Librarian for Glamorgan Business School
Email: emma.harrison@southwales.ac.uk

Sue House (@uswsuehouse), Information Librarian for Law, Accounting & Finance
Email: sue.house@southwales.ac.uk

~ Business Librarians Association (BLA) website: www.blalib.org ~
University of Huddersfield Library

Customer Service Excellence
Having received the Customer Service Excellence award a number of years ago, Library Services has recently had its latest CSE re-validation assessment (2nd April, 2013) which resulted in the total number of compliance pluses increasing to nine. These results pave the way for the next three year cycle of assessment in 2014 which will include the computing areas of the service as well.

Move to a single sequence
In Summer 2012, we moved to a single Dewey sequence so that items would be easier for users to find. This represented a major shift away from our previous subject floor approach. Additionally, print journals were placed into one title-alphabetical sequence with other collections such as Audio-visual, abstracts and theses being brought together in one place.

The Informed Researcher
In conjunction with the University’s Research and Enterprise Office, the Library has used The Informed Researcher lens of Vitae’s Researcher Development Framework as a basis to create our own information literacy framework for researchers suited to local needs. The framework is supported by a series of workshops which run throughout the academic year in a structured sequence, supported by a range of online learning materials http://hud.libguides.com/informedresearcher. Workshops cover areas within each of the domains of the RDF to help develop identified behaviour and attributes. These included referencing and data management; search skills; research ethics; publishing; and more. One workshop also launched our “9 research things” http://9researchthings.wordpress.com which aims to improve the use of social media by our researchers. The project is ongoing and will be evaluated at the end of the workshops.

Centre for Innovation in Information Services (CIIS)
We have set up a new research centre which draws together the individual strands of excellence in research within in our service. It is intended to support practitioner research undertaken by staff across Computing and Library Services through the creation of a research community. One of our first projects, together with colleagues from other institutions, will be to run a new conference, i2c2 (Innovation, Inspiration and Creativity Conference: Using Positive Disruption to improve libraries), in March 2014. You can view the progress of the project at: http://i2c2conference.org/

University referencing style
From next September the university will officially adopt the international standard of APA 6th in place of our current hybrid version of Harvard. Guides are being updated to reflect this change.
Judge Business School

Information & Library Services

EBSLG Conference
The 17-20 June 2013 EBSLG conference has commanded much of our attention over the past six months. Thankfully we started fairly early and we’re on target for an enjoyable and – hopefully – challenging conference with around 50 delegates from across Europe.

Refurbishment plans
Plans for an extensive refurbishment of our two-floor Information Centre have been cancelled due to the wider School-wide building plans, however the entrance area and issue desk will be refurbished. The tall barrier-like desk will be removed, a more fit-for-purpose staff area/office created, and a comfortable seated ‘triage’ area introduced. We are also going to add more study desks as the space is busier than ever.

Building relationships with our users
Following our concentrated initiatives around building relationships with our users and offering highly tailored services – in line with my book (with Elizabeth Tilley) published in Oct 2012 ‘Personalising Library Services in Higher Education’ – I have been invited to speak at several conferences and events in the UK and beyond on the topics of personalising customer service, boutique libraries and user engagement. Most leftfield was the request to speak at a User Experience (UX) night for software specialists where myself and my Deputy, Ange Fitzpatrick, presented on the similarities between building relationships with library users and the world of dating (entitled ‘Love Actually’).

Teaching
We have offered an enhanced teaching programme to students and staff under the umbrella title ‘The Inside Track’ (http://www.jbs.cam.ac.uk/infolib/2012/09/25/get-the-inside-track/) which has incorporated sessions on: Making the Most of Linkedin, Market Analysis (co-taught with faculty), Basic and Advanced Twitter, Pre-Interview company information, Prezi, PowerPoint, Qualtrics survey software, Zotero and Mendeley, Bloomberg and Datastream, and Web Apps. We have consistently received feedback scores from attendees of over 9 out of 10 for every session. Part of our LinkedIn presentation went viral on SlideShare - receiving over 33,000 views so far - and was recommended by LinkedIn themselves: http://www.slideshare.net/AndyPriestner1/linked-in-20-tips-tricks

Management Development Programme
I am currently undertaking an internal Management Development Programme, and in April was tasked, along with other managers at the business school, to fundraise for children’s charity Barnardo’s over a strict 24-hour period. My team ran a treasure hunt, an attempt to break the world record for an online quiz, a social media campaign and dressed as fairies (!) selling cakes around the University. Our team won the competition
raising over £2000. I blogged about the event before the day here:
http://libreaction.wordpress.com/2013/04/22/charity-begins-at-judge/

**Enquiries, consultations and staffing**
We have received a record number of enquiries this year presumably due to increased user engagement. All the team continue to take on enquiries on a daily rota basis regardless of grade and enjoy this arrangement. We also offered 1-2-1 bespoke career consultations to students for the first time which proved almost too popular in terms of the time it took. We still have 5.5 staff and remain a very lean outfit. Unfortunately Polly Harper who was with us for 6 months as a library assistant and was helping me with EBSLG conference preparations was snapped up by a law firm in March.

**Outpost terminals**
We now have outpost terminals for Bloomberg and Datastream elsewhere in the University. Unfortunately non-business University students still come here to use these products despite our best efforts to reduce this particular footfall by introducing these outposts!

**The Library Rant podcast**
Ange and I now regularly podcast about issues affecting our service and the library profession in general. This podcast is rather irreverent in tone and therefore probably not to everyone’s taste: http://audioboo.fm/TheLibraryRant but it also has its serious moments and reflection.

**Introducing ‘the informal’**
We are deliberately introducing ‘the informal’ to our day-to-day work to remove hierarchical barriers and to put our users at more ease with us and have noticed a distinct improvement in engagement as a result. We cannot prove the link but we certainly feel it to be the case. While I still wear a formal shirt to work I am wearing jeans far more often.

**Redevelop site**
We plan to redevelop our website this summer so it is compatible with responsive design/mobile technology.

**Secret Study School**
We have introduced an internal training programme on business information which we take it in turns to teach to each other – topics such as earnings call transcripts, bonds, estimates etc – called Secret Study School. Each staff member is assigned a topic, researches it and then runs a class for the team.

**Affiliation**
There are moves afoot for affiliation of our library service to the University Library. It is currently unclear what this will mean exactly, how soon this will happen or, indeed, if it will happen.

**Engineering Review**
I acted as consultant as the University of Cambridge’s Engineering Department Library Service was reviewed. I made recommendations about staffing, physical space and electronic service delivery that were largely adopted.

~ Business Librarians Association (BLA) website: www.blalib.org ~
Social Media

We continue to plug away on each and every social media channel and have witnessed higher increases in ‘likes’ and ‘followers’ on all platforms. My philosophy is that if we are present on every channel then it’s another route in to our service for the user. Our biggest point of learning this year was the discovery that we needed to use more humour in our tweets, facebook posts, and on our plasma screens, which ties in with the more informal overall approach we have actively embraced.

Academic publications

In addition to the Personalising Library Services book (Ashgate), I had a chapter on teaching published in Rethinking Information Literacy (Facet), another on ‘marketing upwards’ in The Marketing Toolkit (Facet) and have also contributed a chapter to Tim’s forthcoming Business School Libraries in the 21st Century which examines how library services within business schools should be communicating with their stakeholders, particularly senior management, to ensure their value and purpose is actively understood and supported.

Andy Priestner, Information & Library Services Manager
Email: ap547@cam.ac.uk

Kingston University

The last two years we have had a trial using patron driven acquisition of e-books. Both in 2012 and 2013 we set aside a budget of £100,000 with EBL and started in January and kept going until the money ran out. We restricted by purchase price of the book but had very few other restrictions. Purchase was triggered after 3 loans. We use Aleph for our library system and the discovery system Primo. To get the books into the catalogue we used SFX which caused a few technical problems but nowhere near the problems of importing all those records into our catalogue to withdraw them after a couple of months. We kept publicity very low key but got favourable comments from students about the availability of e-books. In both 2012 and 2013 the money lasted into May.

The biggest news story of 2012 was the opening of the new business school. The official opening was in April 2012 by Willie Walsh and the building has been used for teaching since September 2012. The building incorporates a variety of modern teaching rooms and lots of break out spaces for students which we hoped would take some pressure off our busy library. There is a large atrium which has already been used successfully for exhibitions and faculty events. Student facing services are on the ground floor and the rooms become more staff focussed further up the building. The building has been shortlisted for the 2013 RIBA London awards.

The university is changing the module framework for all students in a big bang approach. It is moving to a 4x30 credit model and bringing in other changes in response to student feedback. We are working with module teams to ensure that the teaching sessions we previously gave are incorporated into the new modules and we are
promised a fresh look at the reading lists. The changes are significant enough that the HEA is including Kingston as one of three case studies in an international study in curriculum changes.

More locally we have now started making available dissertations electronically. As with print we only keep the best dissertations and they are restricted to Kingston students only. This has increased availability especially to our part time and distance learning students.

Robert Elves, Information Specialist
Email: R.Elves@kingston.ac.uk

University of limerick
Glucksman Library

It’s just two years since the last review and there have been several significant developments within the Glucksman library which are detailed below.

National Dance Archive of Ireland (NDAI)
NDAI (Cartlann Náisiunta Damhsa hÉireann) was established in conjunction with the Irish World Academy of Music and Dance. This archive consists of 25 collections encompassing all forms of dance, and contributes significantly to the culture and history of dance in Ireland.

Library Manages University Archives
The Special Collections Department has taken responsibility for the management and conservation of the University’s archives following the retirement of the University Archivist.

Noise Management initiatives
Zoning was introduced within the building as a means to improve the study environment. These new areas were created in response to customer feedback from the LibQual survey. Spaces were colour coded and designated one of three zones:

- Silent,
- Quiet
- Group and Phone.

Student noise monitors were employed in the evenings for a four week period prior to exams during each semester.

The creation of a post graduate reading room controlled by swipe access has proven very popular. This has resulted in faculty seeking their own designated room to conduct their research.
Peer Advisors
This was the second year the Peer Advisors programme was run, which proved very successful the previous year. Seven Post Graduate students were employed at the beginning of the Autumn Semester for four weeks to assist new students with using library resources. They answered a total of 9,500 enquiries within this period.

Departmental Collection Development Policies
Faculty Librarians in collaboration with academic departments created specialised Departmental Collection Development Policies.

EDI Quotes
The book ordering process became more streamlined and efficient with the implementation of EDI Quotes by our Technical Services Department.

Librarians Consultation Area
The creation of this new area has resulted in the work of Faculty librarians becoming more visible to both library staff and students. It has also served as a vehicle to market the services provided by Faculty Librarians to the wider campus community.

Other Developments
Improved Wi-Fi and internet connectivity throughout the building has facilitated students in accessing online resources quicker.

Introduction of OCLC online Questionpoint service, currently branded as Ask US, but we are in process of reviewing this, since confuses users.

Peter.Reilly
Email: Peter.Reilly@ul.ie

Liverpool John Moores University
During the last year there have been a few changes at LJMU:

- Sir Brian Leveson appointed as Chancellor of LJMU
- As part of LJMU realignment Library and Student Support were demerged into Student Administration and our department was renamed Library Services and our buildings are now known as the libraries (previously they were called learning resource centre or LRC)
- At the beginning of the academic year we launched EBSCO Discovery Service as Discover - it has been very successful. Students and staff love it. A marketing campaign to promote the new Discover service to students was run in the autumn of last year.
• Changed working patterns – We now provide academic support up until 7pm Monday to Friday, previously it was until 9pm.

• Archives – we acquired a few new collections the year perhaps the most notable being the Willy Russell archive and ERIC’s Club archive from Pete Fullwell co-founder of Eric’s Club Liverpool.

Lorraine Richards, Business Librarian
Email: L.F.Richards@ljmu.ac.uk

London Business School

School news

New teaching campus: Old Marylebone Town Hall
On 26th November the School signed the lease for Old Marylebone Town Hall, a striking Grade II listed building (opened in 1920 and designed by Sir Edwin Cooper) ten minutes’ walk from the main school campus. The acquisition is an opportunity to accommodate future expansion for the School and will include a 200-seat and several 80-seat lecture theatres with associated seminar rooms, study, social and dining facilities. A major fundraising effort is underway so that the Marylebone Centre (as it will be called) can open in Autumn 2016. The Library is actively planning for its new location in the Annexe of this exciting (and challenging!) building space.

Old Marylebone Town Hall - Architect’s plans, June 2013

Rankings
The School was awarded the number one spot in Bloomberg Businessweek's biennial ranking of top international business schools. This is the first time the School has taken the number one position in the 24-year-old ranking, which includes 82 schools globally.

The School scored particularly highly for its career services, calibre of candidates and teaching quality.

It retained third place for the third year in a row in the Financial Times European Business Schools rankings of 2012. The annual ranking is based on the indexed scores

~ Business Librarians Association (BLA) website: www.blalib.org ~
achieved by schools this year in the five individual FT rankings including the MBA, Executive MBA, Masters in Management and open and custom education. The School was recognised for a number of achievements including the MBA salary increase of 134%. This salary increase was derived from the change in the MBA class of 2009 average salary today compared to pre-MBA. In October, the London Business School/Columbia Business School Executive MBA Global (EMBA Global) programme, was ranked number two in the world by the Financial Times.

Global Leadership Summit
The School organised its tenth summit in May, bringing together world-renowned business leaders who led organisations through the 2008 financial crisis to deal with the critical questions still being asked about the leadership, corporate governance and regulatory frameworks that allowed it to happen.

Library news
Projects

Corporate report collection digitisation
The London Business School Library’s collection of 32,000 printed annual reports covering 11,000 companies in UK, Europe, North America and the Asia-Pacific is no longer available pending digitisation by our commercial partner, Mergent. The rare UK items have already been transferred to the British Library. This major project will save c.450 linear metres of shelf space as we plan for our new building.

In the 2013/14 academic session, visitors to our campus will be able to access the digitised versions of our reports as part of the much larger, global digital annual reports archive offered by Mergent. With this in mind, we have recently purchased a large 40” HD Samsung SUR40 Touch Table to showcase the content along with our other digital assets.

Discovery system launch
At the end of 2012, we “soft-launched” our new discovery service, Serials Solutions’ Summon, to our students, staff and faculty. In future we hope to take advantage of Summon widgets for custom searches for specific user/interest groups and include content from our soon-to-be digitised annual reports collection and other business-related subscriptions.

We also took the opportunity to migrate to Serials Solutions’ 360Link link resolver system at the same time from Ex Libris’s SFX and offer an improved e-journal A-Z finder function.

New Library App
Our new branded Library App: LBS Library (using the Sirsi-Dynix Bookmyne+ module with our Symphony Library Management System) went live in May 2013 via the iTunes Store with an Android and Windows phone version to follow by the end of the year. Users can check the Library catalogue and their Library account, renew items and save book lists to their mobile device. This also has the distinction of being the first official School App. Users have already been spotted in the Library using the app on their phones to locate books’ shelf locations in the building.

Self-service (at last)
Since the last newsletter, the Library was able to introduce, 2 3M self-service kiosks for stock check-out and return (with cash payment facilities for charges) in
Summer 2012 to complement the existing 24/7 building opening hours. Over 65% of circulation transactions went self-service in the first six months of operation. The project also enabled us to relocate our high-demand/short-loan book collection to an open access area in the main Library for the first time and re-open our original helpdesk.

Resources
The Library was able to secure £75k worth of new e-resources for our Subject Areas and the wider School from its existing information budgets in 2012/13 thanks to contract renegotiation, cost sharing and/or efficiency savings:

- Capital Structure and Capital IQ data via WRDS
- Elsevier e-journal back-file collections – Psychology and Social Sciences
- FISD data via WRDS
- FT.com (6 month trial access)
- JSTOR – Arts & Sciences VII
- KLD on WRDS
- Mergent Archives
- SEC Analytics on WRDS
- StreetEvents (Thomson Reuters)

After a refresh, standardisation and upgrade of our Finance Zone PCs, the business specialist team were able to re-launch the Bloomberg and Thomson Reuters Certification schemes in January for students and expand training provision. They are also now starting to film their sessions to offer greater access flexibility for our part-time students.

Scenario planning
The Head of Library was required to produce detailed future scenarios based on current internal and external trends before the decision to relocate the Library to the new Marylebone Centre campus in 2016 was approved. He will provide some highlights from this process at the EBSLG 2013 Conference and it is also featured in his forthcoming book: Business School Libraries in the 21st Century (Ashgate), with chapters from colleague Jonathan Eaton and other notable EBSLG/ABLD/APBSLG luminaries.

UK SCoRe website now closed
The SCoRe project ran from October 2000 to July 2002 and left as one of its legacies, a website containing a national UK catalogue of printed company reports covering the collections of the British Library, Guildhall Library, London Business School, Manchester Business School, Strathclyde University, and the University of Warwick. In the ten years since SCoRe ended, annual report collecting activity in SCoRe libraries has declined as demands for space and online access to reports have increased. The original project partners therefore agreed to close the website from the 21st March 2013.
And finally - our virtual librarian

In June 2013, we welcomed a new virtual member of staff to our team: HOLLI (HoLographic LIbrarian). In what we think is a world first for libraries, this digital signage solution incorporates a projection of a female actress with an integrated touchscreen and motion-sensor. HOLLI will mainly work out of hours to provide a welcome message and basic directional information verbally with more detailed and targeted information, floor plans etc. available on the touchscreen.

Ann Folkmans & Tim Wales, Head of Library
Email: twales@london.edu

London School of Economics

The most significant development to overshadow all else, has been the acquisition of the Women’s Library from London Metropolitan University. This renowned collection has now been closed at its former premises in Aldgate (East London) and is in the process of being moved to the LSE Library. There has been a lot of building work to accommodate this, including the construction of a new archives store on the Lower Ground Floor. This has meant significant relocation of existing collections and services. The Library will take over the 4th floor of the Lionel Robbins building (currently the 4th and 5th floors are inhabited by research centres), and a new reading room and exhibition space will be created. It is now envisaged that this will be completed in 2014. Most of the Women’s Library staff have come over to the LSE Library.
In 2012 the Library launched a new resource discovery tool, entitled SUMMON. This means that most of our electronic content can be searched simultaneously with book titles and it is a very powerful research tool.

Funding for electronic resources and books has been well maintained, and we have access now to some more databases for management – ABI-INFORM, and FACTIVA for news resources. There has been some staff restructuring and vacant posts are not automatically filled. Sometimes temporary staff have been appointed pending reviews of future development plans. We do now have a data librarian again.

Activities such as the research postcards (displayed at the 2011 BLA members sharing session), 1-2-1 consultations and library information skills sessions have continued successfully with increasing levels of attendance.

In 2012 the LSE had a new director – Craig Calhoun, who favours increasing the numbers of undergraduates and UK students enrolling at LSE.

The Department of Management continues its process of integration from the four departments that set it up. More executive programmes are planned for the next academic year.

Barbara Humphries, Academic Support Librarian (Collection Development)
Email: B.Humphries@lse.ac.uk

London South Bank University

Library and Learning Resources (LLR)
We had a restructuring exercise two years ago and the Library and Learning Resources (LLR) was formed to provide a consolidated service in library and IT support. A new Student Centre has been opened to look after study skills, career advice and students with disabilities.

Building / Service improvement
We are doing some building works in the Library over the summer vacation. This will result in a bigger reception area and a more prominent accessible entrance to the Library. Floor space will be rationalised to create more study space and the Reference Collection will be merged with the main book collection. We have offered more laptops for loan and have started lending out iPads which prove to be extremely popular.

Library resources and support
Zephyr has been cancelled partly because similar information can be found on Thomson One (although access to Thomson has not been satisfactory!), and partly because we wanted to explore other databases.
Training - We have also started using Skype to deliver training sessions to students who are based outside the UK. In addition to that, I was also invited to deliver sessions onsite. We have created some multiple choice quizzes on referencing using a tool called Quizslides. Quizslides uploads the questions prepared in powerpoint format and turns them into multiple choice questions. This has saved us some time in learning a new tool!

Library catalogue and searching – we are in the final stage of having a discovery service which hopefully will make it easier for students to search across different databases at the same time. A new Link Resolver is being purchased to replace the existing one which caused a lot of problem.

**Reading Lists – Talis Aspire**

Talis Aspire was purchased and we have been promoting it at different levels. The Library input the current lists sent from academics who will need to update them for the new academic year. Talis Aspire integrates well with Moodle which will be in place from 2014/15. So far it has generated a positive welcome from the academics. The system will go live in 2013/14.

Rebecca Fong, Faculty Information Adviser
Email: fongr@lsbu.ac.uk

**Newcastle University**

It is a busy year of change at Newcastle University, especially for me and my role after the retirement of a colleague. As well as managing the Business School, Architecture, Planning, Landscape, Geography, Politics and Sociology, I now support the Law School. This involves managing a separate library together with 3 Library Assistants.

**Research Reserve and Space project**

Over the past years we’ve been reviewing our stock in the main site libraries and moving less used material to our off campus storage unit. Significant investment has been made into our “Research Reserve” which houses library material, pictures, artefacts from museums/libraries and University records.
Re-development of the Robinson Library
During summer 2012, we refurbished our subject floors in the Robinson Library.

- 300 additional individual silent study spaces
- Over 130 extra PCs
- Power to all study spaces
- Two new research spaces
- New information points where library staff can help you
- New media room on Level 4 with audio and microfilm collections
- New consultation space outside the Liaison staff offices’
- Improved heating, lighting and ventilation. Refurbished toilets

Customer Service Developments
- Launched 24/7 opening in term times for the physical building.
- New resource discovery tool (aka Primo) called “library search”
- New touchscreens which replaced our traditional OPACs. Together with maps of the building.
- Expanded our social media offering with tailored twitter accounts, Facebook, Pinterest, Flickr etc.
- Launched Library Guides from Springshare for tailored subject support.
- Library help FAQs database which links to libguides and libchat services. http://libhelp.ncl.ac.uk/

Louise Gordon, Faculty Liaison Librarian
Email: louise.gordon@ncl.ac.uk

The University of Northampton
Some massive changes are on the horizon for the University of Northampton. The most prominent of these changes is the plan to create an entirely new campus in the centre of the town. This will be known as Waterside and will see the merging of the 2
As far as **the Library** is concerned, the Governor's approval for waterside means that the third and final phase of our refurbishment has been scaled back. There will be improvements to the book floors, but this will be mainly superficial work.

**Academic Librarians** are taking the lead in developing a new site called the Skills Hub: [http://skillshub.northampton.ac.uk](http://skillshub.northampton.ac.uk). The Skills Hub will bring together support from different areas of Library and Learning Services, including study/academic skills content produced by the CfAP team (the Centre for Achievement and Performance). We are all currently engaged in producing videos and tutorials, mastering new technologies in the process, to populate this much-needed resource.

The **Business School** has been busy developing new programmes, including a new Doctorate in Business Administration (DBA), and establishing new international and national partners, which has in turn been keeping me occupied (I don’t get to go to New Zealand sadly, but I did enjoy a trip to Dublin!). The School has also recruited a significant number of academic staff this year. With all of these developments, I am becoming increasingly aware of the need for a complete subscription review. This is likely to be a big project for next year, so I will probably be writing about it in the next ‘BLA Year in Review’.

**Joanne Farmer, Academic Librarian (Business)**  
Email: Joanne.Farmer@northampton.ac.uk

---

**Plymouth University**

**Restructuring**  
There has been a lot of institutional changes and restructuring in the University over the past year which has included the Library services too. This has not been great for overall staff morale but ultimately aims to fulfil the Plymouth University 2020 strategic vision and need for future resilience.  
Within the Plymouth Business School there is now a change from 3 Schools to 5:  
- Plymouth Business School (undergraduates), Graduate Business School, School of Law, School of Hospitality & Tourism and School of Government.

**Library systems and services**  
**ALMA / PRIMO ((ExLibris)**  
We've recently implemented ALMA to undertake all our library operations - selection, acquisition, metadata management, digitisation and fulfilment functions. Together with Primo, our information discovery and delivery tool, it has been a steep learning curve for library staff and students alike. However, once we have overcome the usual tweaks, we are confident that our systems, back office and user-facing, will be more efficient and streamlined.
LibGuides
Usage of our LibGuides (http://plymouth.libguides.com/business) pages has been quite high since we introduced them last summer, and they make induction simpler as we can direct students very easily to subject specific searching and further information, websites etc. We can tailor them to our own School requirements and use them as a way to promote training sessions and new facilities and services too. The Information Specialists plan to update the summer in readiness for the start of the autumn term.

National BoB (Box of Broadcasts)
We have recently moved from local to National BoB. BoB is an off-air recording and media archive service. It is popular with our Business School academics who often like to show business, political and news programmes as part of their teaching.

Internationalisation agenda
Our international student numbers are growing year on year, particularly in the Business School. I have been working closely with our Director of the English Language Centre over the last year, and with English language tutors, to provide a ‘teach the teachers’ approach to basic level library and information literacy training. Online support materials are produced and after initial training and question and answer sessions, tutors take over the first level information literacy skills training to pre-sessional international students. This offers the students a head start before beginning their degree programme, and gives both students and tutors more confidence in the library services and facilities. This has been well received and I plan to continue this summer and into the new academic year.

Amanda Southam, Senior Information Specialist (Business and Management)
Email: A.Southam@plymouth.ac.uk

University of Sheffield
During the last 2 years we have invested heavily in upgrading our library systems and software. Following a soft launch in 2011 we fully implemented and promoted the Primo resource discovery tool, badged as StarPlus at the University of Sheffield. This has had a major impact on our information literacy teaching, providing a single access point to all our print and electronic content, together with the ability to search multiple databases. It also allows us to introduce to new students the concepts and techniques of database searching as they move through their studies.

In June 2013 we shall be migrating from the Talis Alto library management system to Ex Libris’s Alma and at the beginning of this year we moved the management of our online resource lists from Talislist to PTFS Europe’s rebus:list (badged as myResource Lists at Sheffield). We hope in future to encourage academic staff to use rebus:list to maintain and update their reading lists themselves.

As part of our commitment to improving the student experience we have been working to expand our ebook collections and have purchased the Business, Management and Economics collections from Emerald. We introduced new web pages on information.
Literacy including an employability section on IL in the workplace. Every student was sent a personalised email from their subject librarian at the beginning of the academic year, briefly introducing ourselves and outlining the support the library can offer. A new Student Skills and Development Centre opened recently and our Learning and Research Services team are working in collaboration with the centre staff in delivering IL sessions to students.

The Management School is currently in the process of moving to a newly redesigned and refurbished building approx. 1.5 miles away from their former premises on Mappin Street and we have been arranging for the move of research stock from our library site nearby to our main campus on Western Bank. Material for our taught course students is already housed in our 24/7 facility, the Information Commons. We shall need to monitor the impact of the Management School relocation in terms of our support to students.

Brenda Steel, Liaison Librarian
Email: b.a.steel@sheffield.ac.uk

Sheffield Hallam University,

Another very busy year at Sheffield Hallam University. The final phase of a three year refurbishment of Adsetts Learning Centre has now been completed; although this summer we are developing a new Bloomberg Room as we are just about to start a new subscription with Bloomberg! Here are some pictures of our new look library.

We have welcomed two new staff in our team, Dan Grace and Charlotte Brooke. Matt Borg from our team was elected BLA Website Officer and along with Dan will be attending the BLA conference in a few weeks.

~ Business Librarians Association (BLA) website: www.blalib.org ~
We have been very busy as ever with information literacy workshops and with the introduction of Tails Aspire, which we are calling Resource Lists Online (RLO). We have been doing briefing sessions promoting the benefits of RLO to Sheffield Business School staff, and will be busy all summer (and beyond...) training Sheffield Business School module leaders in how to create and edit their resource lists.

We also tried out a half day promotional event for the first time, "Market research: are you missing out?" - with a stall near the Deli café in Sheffield Business School and database demos and drop-in advice sessions, where we promoted our market research resources to staff and students. Some nice goodies supplied by database suppliers helped attract students to our stall.

Alison Lahlafi - Team Leader, Sheffield Business School LIS Support Team
Email: A.E.Lahlafi@shu.ac.uk

University of Worcester

The main development for the Library at the University of Worcester this year has been the opening of the new Hive Library by HRH the Queen on 11 July 2012 as part of her Jubilee tour. The Hive is a landmark building for Worcestershire, run in partnership between Worcestershire County Council and the University of Worcester, and the first of its kind in Europe.

Open from 8:30am until 10pm daily, the Hive has brought together a number of existing services to create a new combined visitor experience under one roof. The Hive hosts: a fully integrated University and public library service; a large children's library; Worcestershire's Archive and Archaeology Service; Worcestershire Hub - customer contact centre; and a café.

The Hive also has a Business Centre which includes an informal networking space with comfortable seating, business publications and 24-hour newsfeed. In November 2012 we 'launched' the Business Centre with events focussed around Global Entrepreneurship Week. The Hive also has eight meeting rooms, as well as a flexible studio space bookable for use by the University, community groups, businesses and the general public.

The Hive has won and been shortlisted for a number of awards because of its outstanding architecture and superb sustainable design, including UK winner for best sustainability in a project at the 2012 Partnership Awards, shortlisted at the World Architectural Festival 2012, and Winner of a Civic Trust Awards 2013.

Because of the unique nature of this building, the Business School operations management module has used the Hive as a case study for its students, and the Hive has also been used for other teaching purposes by the Business School.

A recent University survey showed that Business School students had high rates of satisfaction with the Library services and resources which hopefully reflect the success of this new Library facility and the continued development and investment in business resources.

Stephanie Allen, Academic Liaison Librarian for Worcester Business School
Email: s.allen@worc.ac.uk