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Library usage of UK undergraduate students: the Library Impact Data Project

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Academic and National Library Training Co-operative
www.anltc.ie

Library Impact and Assessment

North Training Room, Berkeley Library, Trinity College Dublin, Dublin 2
Tuesday 7th May 2013

Programme

9.30 – 10.15 Registration

10.15 Welcome and Introduction

Carmel O'Sullivan, Associate Librarian, UCD Library

10.30 – 10.50 Faculty Perceptions on the Value & Impact of Library Undergraduate Curriculum-Integrated Information Literacy Instruction: Findings from the CONUL ACIL 2012 survey (15 mins)

Ellen Breen, Sub-Librarian and Head of Public Services, DCU Library

10.50 – 11.15 Tea / Coffee

11.15 – 11.45 “Measuring the impact of information literacy instruction: a starting point for moving forward” (25 mins)

Lorna Dodd, College Liaison Librarian, UCD Library

11.45 – 12.10 “The Irish university experience of LibQual” (20 mins)

Ciara McCaffrey, Head of Administration, University of Limerick Library

12.10 – 12.50 “UK undergraduate students’ usage of libraries: the Library Impact Data Project” (40 mins)

Graham Stone, Information Resources Manager/Senior Research Fellow
Computing and Library Services, University of Huddersfield

12.50 – 1.15 Q & A Session with Panel

1.15 – 2.00 Lunch

2.00 – 2.30 “The Development, Testing and Implementation of the Irish National Student Survey” (30 mins)

Dr Jonathan Drennan, School of Nursing, Midwifery and Health Systems,
UCD

2.30 – 3.00 **“Good things happen when you pay attention”– obtaining and using student feedback (30 mins)**
Ms Jo Aitkins, Head of Public Services, David Wilson Library, University of Leicester

3.30 – 4.00 **“Dealing with Qualitative Information” (30 mins)**
Peter Corrigan, Head of Organisational Development & Performance, James Hardiman Library, NUI Galway.

Abstract/Description

Qualitative data is data that is descriptive but lacks hard numbers. How can the busy librarian take account of this data, allocating its due significance? Can we quickly and with confidence translate it into actionable intelligence to improve our services? This brief talk will survey what tools and techniques are available to assist us in this endeavour, using LibQUAL+ comments as example data.

4.00 – 4.15 **Tea / Coffee**

4.15 – 4.30 **Q & A Session with Panel**

4.30 **Close**

CONTRIBUTER INFORMATION AND AFFILIATIONS

Jo Aitkins is Head of Public Services for the University of Leicester Library Jo and is responsible for the "front of house" services, student feedback and quality, including leading on the Customer Service Excellence Award. She was part of the senior management team involved in the remodelling of the David Wilson Library. Highlights with Leicester have included successfully opening the Library on April Fool's day!; the official opening by the Queen; and the work of the library staff being recognised with the 2012 THE Award for Outstanding Library Team. Prior to this Jo was in the North East of England where she studied librarianship and later strategic management and began her career working in public libraries in Durham and Gateshead before moving into academic librarianship at Sunderland University. Throughout various roles which have also involved school libraries, community librarianship and customer services her interest and drive has always been the needs of library users and the quality of the service they receive.

Ellen Breen is Sub-Librarian, Head of Information & Public Services at DCU Library. She is Chair of the Consortium of National and University Libraries (CONUL) Advisory Committee on Information Literacy and a member of the Executive Committee of the All Ireland Society for Higher Education (AISHE).

Peter Corrigan is currently Head of Organisational Development and Performance at the James Hardiman Library in NUI Galway. Peter commenced his library career in UCD Engineering Library as an Assistant Librarian. He left academia to work in industry before re-joining UCD, in the Medical Library in the mid 1980's. He later returned to industry to work in the pharmaceutical and software sectors. He came to NUI Galway in 1993 as a sub-librarian in charge of Library Systems and assumed his current role in 2010. A Maynooth Arts graduate, Peter credits curiosity and his passion for technology for keeping him ever-tantalised and excited about modern librarianship.

Lorna Dodd is currently College Liaison Librarian for the College of Human Sciences and the College of Science at UCD Library. She is responsible for the measurement and evaluation of library delivered information literacy programmes at UCD. Lorna has developed an expertise in information literacy and how it is impacted by non-traditional teaching methods such as enquiry and problem based learning. She has published several journal articles, book chapters and conference papers on information literacy.

Dr Jonathan Drennan is a lecturer at the School of Nursing, Midwifery and Health Systems, University College Dublin (UCD). He holds a PhD and master's degree in education from UCD, a postgraduate diploma in statistics from Trinity College Dublin and a bachelor's degree in nursing from the University of Ulster. He has published a number of papers on higher education in leading international journals including: *Studies in Higher Education*, *Journal of Advanced Nursing*, *Advances in Health Sciences Education* and *Assessment and Evaluation in Higher Education*. In total Dr Drennan has published over 60 academic papers and book chapters. His specialization is on the impact and outcomes of the master's degree for health professionals. He has extensive experience of large-scale research projects having worked as principal investigator and co-applicant on a number of nationally and internationally funded studies. He was the co-principal investigator in a European Science

Foundation/Irish Research Council for the Social Sciences funded programme of research entitled: *The Academic Profession in Europe: Responses to Societal Change*. He chairs the survey design group, which is involved in the development and testing of the Irish National Student Survey. The Irish National Student Survey is being developed in partnership with the Higher Education Authority, Irish Universities Association, Institutes of Technology Ireland and the Union of Students in Ireland.

Ciara McCaffrey is the Head of Administration in the Glucksman Library at the University of Limerick. She coordinates the administrative functions in the library, namely HR, Finance, Quality, Performance Assessment, Management Information, Communications, Legislative Matters and Projects. She coordinates LibQUAL, the SCONUL statistics and other performance measurement activities. Ciara has a keen interest in the area of metrics, library assessment, and evidence based librarianship, and in 2012 chaired a CONUL Task & Finish Group on Metrics, which produced a report outlining the current situation and future direction for metrics and assessment in Irish libraries. She has been a librarian for 18 years, ten of which have been in the University of Limerick, with her early career beginning in Trinity College Library.

Graham Stone is Information Resources Manager at the University of Huddersfield, responsibilities include the library information resources budget and management of the Acquisitions and Journals and E-Resources Teams. He also manages the University Repository and University of Huddersfield Press initiative. Graham has managed a number of JISC funded projects including the Library Impact Data Project and the Huddersfield Open Access Publishing project. He is UKSG Publications Officer and member of the Insights journal editorial board, the Electronic Information Resources Working Group (EIRWG), the PALS metadata and interoperability working group, the OAPEN-UK Steering Group and chair of the JISC Collections Journal Archives Advisory Board. He is currently undertaking an EntD at the University of Huddersfield, which is looking at the viability of the University Press as an Open Access publisher.