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A year in which Library services and service quality were maintained, while Library staff activity was dominated by the implementation and development of the library management system Aleph and the related products SFX and MetaLib.

Planning

- re-shelving organisation and practice reviewed
- workload of Faculty Teams reviewed
- working groups established to implement SFX and MetaLib
- monthly meetings of Academic Librarians instituted

Approved recommendations of the Working Group on tailoring Library services for part-time and distance learners were implemented. The nature of senior staff meetings was reviewed: from 2002-2003 there will be three meetings annually, with interim progress reports only to the February meeting. Otherwise, the meeting will be a professional development forum.

Projects were progressed in accordance with the Library’s established cycle of planning and reporting, and in the context of its Strategic plan, 2000/01-2003/04. The Service level agreement for 2002/03 was prepared in consultation with the Library Users Committee. The Library operational plan, 2001-2002 was formulated by the Senior Management Team and Management Group, and kept under review throughout the year. Progress was monitored by the Management Group and is reported throughout this Report. Operational plans produced by all Library Teams and Groups were similarly monitored through team meetings; progress reported to senior staff meetings; and annual reports written. The Senior Management Team met seven times; the Management Group fortnightly; and the senior staff as a whole met four times during the year.

Level 4

The University approved in principle a proposal that the refurbishment of Level 4 - part of the development of the Library building as a comprehensive research, learning and teaching resource centre - be submitted for funding under the HEFCE capital programme in 2003-2004. It became apparent, however, that the relocation of the Department of Information Science would not take place within the necessary timescale, so at the end of the year there was still no date (nor funding) for the refurbishment of Level 4 for Library use.

Division of Information Services and Systems (DISS)

The DISS Directors met monthly during the year to share experience and promote service development, with the Librarian serving as DISS Convenor until 31 December. The Directorate contributed the Information Strategy section to the new University Strategic Plan, including targets specific to Library services.

1 http://www.lboro.ac.uk/library/restricted/stratpl.pdf
Finance

- 3.8% increase in recurrent allocation
- modest capital funds for IT equipment purchase
- 5% increase in income from charged services and external earnings
- increase in pay costs held to 2.4%
- 5% increase in expenditure on information provision

Continuing inflation in the price of academic journals meant that the budget settlement for 2001-2002 permitted no increase in information provision. For the first time since 1998-1999, capital funds were received to enable the Library to replace its oldest open-access PC workstations. Occupancy rates for electronic and non-electronic advertising space were disappointing, reflecting the general downturn in the advertising market - but the revenue received was nevertheless sufficient to cover the Library’s marketing expenditure during the year. As the year closed, the implications of an unsatisfactory budget settlement for 2002-2003 were being considered.

Support for research

The development of SFX and MetaLib marked a major extension of Library support for research, enabling researchers to identify the main electronic resources in their research area and search many of them simultaneously. In addition, Chris Bigger, Academic Services Manager (Engineering), was given a Library-wide remit to encourage the enhancement of Library support for research. To that end Mr Bigger began to liaise with stakeholders to establish requirements, unmet need and the potential for additional services. Other members of Faculty Teams continued to meet with Assistant Deans (Research); with Departmental Research Co-ordinators; and leaders of research groups.

Support for learning and teaching

Library support for learning and teaching benefited from further development of the online reading list system; from the work of the Information Skills Training Group; the establishment of a pilot copyright clearance service by the Engineering Team; and enhancements to Library services for distance learners.

Student feedback

With academic staff, Faculty Teams again investigated student module feedback, where scores for Library-related questions were less than 3.00. This was the case for approximately 10% of the modules receiving feedback, so the vast majority of respondents presumably viewed the Library support for their modules as at least satisfactory. However, the module feedback data are an important indicator of the extent to which the Library is perceived to be meeting its users’ needs. This year they stimulated very useful discussions with teaching staff, and the Faculty Teams took many practical steps to try to improve Library-related feedback scores in future.

Online reading list system

In its second year of operation, enhancements to the University’s online reading system were developed by Gary Brewerton and Jon Knight in the light of feedback from academic departments. The software was made available to others under a General Public Licence, and it was pleasing to see the early adoption of the system by the University of Nottingham. At Loughborough, agreement was reached with Blackwell’s campus bookshop, which now
receives reports identifying key texts and those recommended for purchase, removing the need for academic staff to notify the bookshop separately of their course texts. Faculty Team staff, particularly in the SS&H Team, devoted a great deal of time to ensuring the bibliographical accuracy of reading list data, and several training sessions in the use of the system were delivered to academic staff.

**Liaison and service promotion**

Faculty Team staff worked hard to develop closer links with academic departments, with the Science Team introducing a well-received electronic newsletter for Faculty staff. This was a Team initiative led by Ginny Franklin, in line with the established print and electronic *Broadcast* produced by the Engineering Team. The Science Team also sent a standard welcome pack to all new academic staff, recording contacts and outcomes on the contacts manager database. Engineering Team staff secured invitations to staff/student committees in most Engineering Departments, finding the meetings a useful two-way channel of communication over Library-related matters. The SS&H Team experienced staffing changes and long-term sick leave during the year: all SS&H Team staff, and Martina Brown from the Engineering Team, were thanked for their assistance with the Team’s workload. The maximum score for the learning resources aspect of the Politics external subject review, in which the Library was represented by Mike Chaney, was particularly pleasing.

**Marketing Library services**

*What’s new?*, a short printed bulletin issued at the start of Semester 1, was added to the range of vehicles used to alert Library users to service developments. The annual user survey followed the SCONUL model, to facilitate benchmarking of outcomes against other academic libraries. A very good response rate - 53% of the 600 distributed questionnaires - was achieved, with reassuring results equal to or better than those obtained elsewhere. Outcomes were reported to the Library Users Committee. As in previous years, the Library prepared and staffed stands and displays at the University Open Days and the Freshers’ Fair. Exhibition space in the Library, lost during the refurbishment of Level 3, was restored following the relocation of the Information Desk on Level 2. Paul Reynolds was thanked for ensuring the effective promotion of the Library and its services during the year.

Marketing the Library was among the issues considered at a half-day forum of Academic Librarians, which recommended the formation of a Marketing & Innovations Group of Academic Librarians to advise on and assist in the promotion of Library services. The Group was duly established, and was involved in the preparation of the Marketing Plan for 2002-2003.

**Publications**

The Library’s series of print publications was maintained, with revisions to *The Library uncovered* and *External users and visitors*. A leaflet on the University Archives was added. The induction leaflet *Launching in ... to IT, information and learning at Loughborough* was again produced in conjunction with Computing Services and Learning & Teaching Development. The Library web pages were reviewed, and in consultation with the Disabilities/Additional Needs Service, colours, fonts and icons were revised in line with the requirements of partially sighted and dyslexic users. The web pages continue to be heavily used, with the Electronic Library page one of the top ten Loughborough pages (over 10,000 accesses each month).

The Publications Group was convened from March 2002 by Peter Lund, succeeding Ruth Stubbings who had overseen a major review of Library print and web publications during the three years she had led the Group.

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3 http://www.lboro.ac.uk/library/pubs.html
Information skills training
- 21% growth in attendance overall
- 22% growth in attendance at Lunchtime in the Library sessions
- 20 sets of training material added to Learn
- 30,767 accesses to Library material on Learn

Considerable importance continued to be attached by the Library to information skills training (IST) activity and development, and it was pleasing to see, for the third successive year, a substantial increase in attendance at IST sessions. The Lunchtime in the Library subject-focused programme continued to be especially popular, with very positive feedback from evaluation forms. Nine Database of the month sessions to promote new or under-used databases were delivered, but attendance at these declined: the reasons are being investigated. Information clinics were trialled, evaluated and discontinued when they proved not to meet demand.

Library staff added 20 sets of training materials to Learn, bringing the total to 70. Library material on Learn was popular with students: there were nearly twice as many accesses as in the previous year. Most were from the campus, but some came from around the world. The Science Team was especially congratulated on its approach to Learn: it contributed more material than the other Teams, and Science material was the most popular with students.

The IST Group reviewed requirements in relation to inter-active IST materials, making an unsuccessful bid for funding to the Learning & Teaching Support Network (LTSN) Centre for Information and Computing Sciences. Nevertheless, the IST Group evaluated a very large number of electronic packages, and agreed desirable criteria for such a package at Loughborough. Academic Librarians concluded that no existing package met local requirements fully, and that if possible the Library should write its own: the IST Group will consider this in the coming year. Ruth Stubbings, convenor of the Group, was congratulated on the year’s achievements and progress.

Aleph, SFX and MetaLib

Library activity was dominated by implementation of the Aleph library management system. As is the case with all complex projects of this kind, there were some technical difficulties during the initial development phase, frustrating and inconveniencing Library users and staff, and the Library was grateful to users for their patience while problems were resolved. Work on configuring the Aleph OPAC and other functions to meet local requirements continued throughout the year, and by its end Aleph was performing well, with outstanding concerns expected to be addressed in future software upgrades. Once Aleph functionality was fully implemented, Library staff were able to turn their attention to the exploitation of the system’s full potential, and exploring how best to develop additional services to support users’ research and learning.

Aleph-related activity occupied a great deal of staff time during the year, especially that of Gary Brewerton, Jeff Brown and Dawn Cole. Mr Brewerton’s work in developing the scripts necessary to extract management information from the system was particularly valuable; Ms Cole oversaw the technical aspects of implementation and development; and Mr Brown chaired the Aleph Group charged with monitoring the service and its development from a Library-wide perspective. The Library is grateful to them all, and to the many colleagues working with them to develop Library services and adjust working practices in response to Aleph implementation.

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4 http://learn.lboro.ac.uk/lb/
MetaLib and SFX
The major service development products purchased with Aleph were MetaLib and SFX, both requiring a substantial amount of work by many Library staff before implementation. It is to the credit of those staff that SFX was in use by the end of the year, and MetaLib would be live at the beginning of September 2002. SFX enables links between bibliographical databases and electronic journals, so that users can click straight from references in databases to the full text of electronic journals to which the Library subscribes. MetaLib is a standardised user interface and portal to local and remote electronic resources, enabling multiple resource searching from a platform tailored to users’ requirements, and providing links to related information. Thus searching electronic resources is quicker and simpler, as MetaLib supports searching of several databases at once, in specific subject areas.

At the end of the year, the configuring and linking of resources had been completed, and MetaLib was being evaluated by three academic departments: the Business School, Civil & Building Engineering, and Human Sciences. The Library is grateful to the academic staff who participated; to the SFX and MetaLib Groups; and especially to Ruth Stubbings who convened the MetaLib Group and ensured the on-schedule completion of a considerable programme of work.

Use of the Library

Circulation
• 8% more loans

As in other areas of Library operations, there were changes to Circulation routines, particularly to Short Loan, in the wake of Aleph implementation, and staff needed to adjust working practices in consequence. The Circulation Team was congratulated on its success in doing so, while maintaining a high standard of service to users. The absence of IT support at weekends was again an issue, as pressure on Library services in the evenings and at weekends continued to increase. Enhancements to services included the switch to email for all correspondence with Library users, with few exceptions. The introduction of emailed notification that books were shortly due for return was widely welcomed. Support for distance learners was enhanced by Jane Bramley and Jenny Chambers assuming responsibility for co-ordinating services and channelling enquiries.

Enquiry services
• 14% more enquiries overall
• 21% more on Level 2
• 39% more to ULISEES

Enquiry Services Manager Mike Chaney led the service through another successful year of high and increasing demand, despite staff shortages. The relocation of the Level 2 Information Desk close to the entrance was a success, with a substantial increase in traffic, and enquiries to the Library’s electronic enquiry service ULISEES also rose significantly. Staff reported a continuing change in the nature of enquiries, with a greater proportion being procedural and administrative rather than substantial information enquiries requiring professional knowledge and expertise. This is being monitored, and the implications for Library staffing policy considered.
**Information provision**

**Electronic information**
- 6% increase in expenditure on electronic information
- 13 NESLI offers evaluated
- 36 electronic products trialled

The demand for and use of information in electronic form continued to increase dramatically. Patchy provision of figures by publishers and producers meant that reliable comparison of use with previous years was not possible, but the available data informed selection and subscription renewal decisions. A marked trend was the continuing migration of services from CD-ROM to the web, resulting in CD-ROM use falling by 66%.

Overall management by the Support Services Manager of the funds available for access to information in all formats introduced greater flexibility in the use of funds. This facilitated transfer of expenditure between products in print and electronic format. The spread of expenditure on electronic resources across the subject interests of faculties was investigated, and the results will inform future purchasing decisions. All thirteen packages offered during the year through the National Electronic Site Licence Initiative (NESLI) were evaluated, and trials organised of a further 36 electronic products and services. Subscriptions to eight were placed - a particularly significant addition being the Lexis Nexis database - and four NESLI offers were accepted. Some time was also spent evaluating electronic books: none of the current services appeared to be both cost-effective and to meet local needs, although such services will be kept under review. The work of Steve Corn and Carol Seagrove in managing and exploiting access to electronic information was much appreciated, as was the contribution of Frank Parry in maintaining and analysing usage statistics.

**Printed information**
- 16% fewer books acquired
- 3% fall in book expenditure
- 9% increase in serials expenditure
- 97 serials subscriptions cancelled
- 35 serials subscriptions added
- 20,000 volumes (books and serials) withdrawn from stock
- 2,000 books donated to local schools

The NEYAL (North East and Yorkshire Academic Libraries) purchasing consortium, of which the Library is a member, awarded new contracts for book and serial supply during the year, after a rigorous tendering procedure. Discounts offered by the successful suppliers are slightly less favourable than under the previous contracts, but service levels are expected to rise. The Support Services Team investigated alternative sources of bibliographic records, concluding that current arrangements should continue. The Team worked with the Purchasing Office to issue a call for tenders for a new contract for binding serials and other library material: a contract was awarded on the basis of much improved terms.

**Additions to stock**
Significant additions to stock included the purchase of a substantial collection of recorded music to support a Social Sciences programme on the history of popular music in the twentieth century; and the donation of sports-related material by the East Midlands office of Sport England. Mike Chaney worked with academic staff from the Department of Social Sciences to acquire the major part of the library collection of the Co-operative College, on the College’s re-location from Stanford Hall to Manchester.
Stock revision
Stock revision exercises included the weeding of outdated material on public safety, and the reclassification of items retained; and the disposal of duplicate copies in various areas. Guidelines for revising the content of the Reference Collection were updated, and new reference sources purchased. The Teaching Practice collection of school and children’s books was removed from the shelves and distributed in consultation with academic staff. About 2,000 books were reclassified and integrated into the main stock, and the rest were discarded – over 2,000 being collected by local schools.

Use of space
The stock on Levels 1 and 2 was extensively re-spaced during the year. This has to some extent alleviated the immediate problems caused by overcrowding, but after 22 years pressure on shelf space in the Library is severe. Drastic weeding of stock will be necessary if occupation of Level 4 is not possible in the near future. Recommendations resulting from a review of re-shelving practice were implemented, with a view to improving procedures and reducing the length of time taken for books to be re-shelved, especially at weekends.

The University Archives
Significant additions to the Archives included the minutes and papers of Boards of Studies (1966-1994); records of the former Department of Education; research material on the history of sport at Loughborough; and 1930s photographs. The 1948 Olympic Torch, recently acquired by the University, was also passed to the Archives: the torch was used between 1953 and 1958 for the Rag Relay from London to Loughborough. The Archives web page was revised, and a promotional leaflet was produced and distributed widely in the University and the surrounding area.

Inter-library lending

- 3% fall in items borrowed

Demand fell slightly for the second year in succession, with the vast majority of requests again satisfied by the British Library. The number of items borrowed by other libraries from Loughborough also fell, in line with national trends for libraries other than those with major research collections. A new pricing structure by the British Library meant that variable charges to users were introduced, as direct costs (other than staffing costs) are re-charged for inter-library loans at Loughborough. The adjustment of procedures following Aleph implementation was reasonably smooth, with initial difficulties mostly resolved. A service improvement is the facility for users to check the progress of their requests via OPAC.

Accommodation and facilities

Alterations to the Short Loan entrance/exit and to the Issue Desk improved security and facilitated the collection of output from the public printer. Signage and guiding throughout the Library was reviewed, and a number of improvements recommended. The list of subjects and services adjacent to the main staircase on Level 3 was replaced by floor plans of each Level. Towards the end of the year, the lighting systems throughout the building were mapped for the first time.

Photocopying and printing

- 11% fewer copies made overall
- 18% increase in use of colour copier
- 15% increase in printing
- re-usable copy cards introduced
The reduction in demand for self-service photocopying apparent in recent years continued, offset by a further substantial increase in the use of the Library’s networked printer. Marion Shields represented the Library in negotiating a contract for eight new self-service photocopiers. At the same time, re-usable plastic photocopying cards were introduced. Available for purchase at card dispensers, they could subsequently be topped up at revaluer machines, or through Switch transactions at Information & Enquiries. Academic Departments could buy supplies of cards, and have them topped up, via internal transfer vouchers. Initially, some copiers also accepted the previous cardboard cards, to allow use of existing credits.

**IT facilities**

IT hardware and software installed included replacement of 34 PC workstations; a PC with dedicated software for users with dyslexia; and the Computing Services PC lab software. Flat screens and cordless mice at the Issue Desk and the Information Desks on Levels 1 and 2 saved space and improved flexibility. Printers were provided at the Information Desks, and a data projector installed in Group Study Room 3B. The Library was grateful to Systems Team staff Jon Knight, Sue Manuel and Jenni Stewart for delivering high-quality IT support throughout the year.

**Collaboration**

**Access to other libraries**

Through its membership of the East Midlands Universities Association Libraries Task Group (EMUA LTG), the Library helped set up a scheme under which research postgraduate students may borrow material from the libraries of the other nine EMUA institutions – a right already enjoyed by academic staff. Anecdotal evidence suggested the scheme was popular at Loughborough, and that initial take up by Loughborough research students was considerably greater than that at other institutions.

**Loughborough University at Peterborough**

Staff of the Learning Resources Centre (LRC) at Peterborough concentrated on developing service quality and stability in line with Loughborough practice and guidance. Planning objectives were met; liaison with academic staff significantly improved; and use of the LRC by students for information retrieval and as a study space steadily increased. With the LRC Librarian and the Director of Loughborough University at Peterborough, the University Librarian and Service Development Manager kept LRC service delivery under review, to ensure compliance with Loughborough quality standards.

**Human resources**

**Staff development and training**

- 41 training events on 26 topics

The Library training programme maintained the productivity and high standard of previous years, concentrating on practical sessions equipping staff to deliver services in line with planned developments. The use of trainers external to the Library increased to half the sessions delivered. Initially, training focused on Aleph functionality, with a large number of sessions organised and delivered by Library staff Jane Bramley, Jeff Brown, Sue Roulstone, Linda Smith and Ruth Stubbings. Later topics included kinetic handling and customer service, both mandatory for all staff; disability awareness; and introductions to a range of information products. More use was made of senior staff meetings as a professional development forum.
All staff participated in the annual Staff Development Review, with individual objectives set in line with team operational plans, and agreed training needs informing the Library training programme. The Librarian acted as probation adviser to academic-related staff.

Externally, the Library continued to be very active within the regional staff development network EMALINK, hosting a seminar on electronic books. Staff also took part in five EMALINK events held elsewhere. The Library was the venue for a LAILLAR seminar on developments in academic libraries, and staff visited other LAILLAR libraries through a reciprocal programme. These events and the Library training programme were co-ordinated by Paul Reynolds, to whom much of the credit for the Library’s admirable record in staff development and training is due.

**Staffing**

With the exception of the Academic Service Manager (Science) post, there were no significant delays in recruitment to vacancies during the year. Long-term sick leave did, however, affect several teams, and the Library much appreciated the contribution of those who covered for absent colleagues. All posts falling vacant were reviewed, and to contain costs some were not replaced, and others were re-graded or converted to part-time posts. To increase flexibility and ensure continuity of front-line service delivery, several full-time posts were split between teams – a development also giving the staff concerned increased variety and job satisfaction.

The Library staff were deeply saddened in January by the death of Maggie Pearse, a member of the Circulation and Shelving Teams. Maggie had given loyal service to the Library for many years, and her friendly and willing presence is missed by her colleagues.

**Resignations**

Among eleven staff leaving the Library were Mary Hodgkinson and Bob Rhodes. Mrs Hodgkinson had worked in a number of posts since joining the Library in 1985, latterly sharing the duties of Academic Services Manager (Engineering) with Mr Rhodes, and throughout her career delivered excellent support to the departments with which she liaised. Bob Rhodes had been a Sub-Librarian at Loughborough for 32 years, and his knowledge of the information needs of engineers was a considerable asset to the University. Mr Rhodes’ cheerfulness and unfailing courtesy to Library users and staff, and the support he gave the University Librarian as a member of the Senior Management Team, are much missed.

Other staff who resigned Library posts were Senior Library Assistant Linda Smith; Library Assistants Mandy Bullock and Helen Burt; Shelving Assistant Sheila Healey, and five members of the evening and weekend staff: Hayley Cliff, Jane Critchlow, Liz Evans, Wendy Loates and Angela Major. The Library is grateful to them all for their service.

**Appointments**

Eight people joined the staff. The Library was very pleased to welcome two new Academic Services Managers: Christopher Bigger to the Engineering Team, and Peter Lund to the Science Team, where Frank Parry performed extremely well as acting team leader for six months. The Science Team also benefited from Ginny Franklin’s willingness to work full time during Stephanie McKeating’s maternity leave. Other recruits to the Library staff were Senior Library Assistant Steven Lake; Library Assistants Susan Brewin, Sylvia Hutton and Frances Leahy; Administrative Assistant David Goworek and Shelving Assistant Esther Shaw.
Individual achievements
Elizabeth Gadd, Academic Librarian (Engineering), played a crucial role in securing a Copyright Tribunal ruling in favour of Universities UK on the terms of UUK’s photocopying licence with the Copyright Licensing Agency. Ms Gadd’s evidence was influential in leading the Tribunal to rule that course pack copying should be included in the licence: a major change, warmly welcomed by academics and university libraries.

It was pleasing to see Jeff Brown re-appointed to the post of Support Services Manager, now a Sub-Librarian position; and Dawn Cole, Library Systems Manager, promoted to ALC 4. Christine Hallam and Mary Morley received long-service awards during the year.

In a year when so much time was devoted to adjusting working practices in line with a new library management system, and to preparing for future service enhancement, I am particularly grateful to all Library staff for their patience; their flexibility; and their commitment to excellence in service delivery.

Mary Morley
University Librarian
October 2002
## Appendix one – statistical summary

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<td>575</td>
<td>575</td>
<td>624</td>
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<td>IT workstations and OPAC terminals</td>
<td>150</td>
<td>147</td>
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<td>books received</td>
<td>12384</td>
<td>14819</td>
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## Appendix two – expenditure summary

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<td>378,194</td>
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<td>printed serials</td>
<td>733,004</td>
<td>670,082</td>
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<td><strong>operating costs</strong></td>
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<td>14,189</td>
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<td>111,783</td>
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<td>277,540</td>
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<td>1,238,921</td>
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<td>2,863,599</td>
<td>2,971,738</td>
<td>2,574,713</td>
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Appendix three - senior staff, 31 July 2002

University Librarian       Mary Morley, B.A. Nottingham, Dip.Lib. London, MCLIP
Service Development Manager Paul Reynolds, B.A. Lancaster, M.A. Manchester Metropolitan, MCLIP
Academic Services Manager (SS&H) Ruth Stubbings, B.A. Leicester, Dip.Lib. C.N.A.A., MCLIP
Academic Services Manager (Engineering) Christopher Bigger, B.Sc. Loughborough, MCLIP
Library Systems Manager    Dawn Cole, B.Sc. Bradford
Enquiry Services Manager    Michael Chaney, B.A. C.N.A.A., MCLIP
Library Systems Developer  Jon Knight, B.Sc., Ph.D. Loughborough
Cataloguing Manager        David Lewis, B.A., M.A. Manchester, Ph.D. Loughborough, MCLIP
Library Database Administrator Gary Brewerton, B.Sc. C.N.A.A.
University Archivist        Jenny Clark, B.A. Bristol, Dip.Arch.Ad. London
Media Librarian             Stephen Corn, B.A. C.N.A.A.
Circulation Manager         Louise Fletcher, B.A. Liverpool John Moores
Academic Librarians         Virginia Franklin, B.A. Hull, M.A. Sheffield, MCLIP
                            Elizabeth Gadd, B.A. York, M.Sc. Loughborough
                            Stephanie McKeating, B.Sc. Wales, M.Sc. Sheffield, MCLIP
                            Laurie Salemohamed, B.A. Open
                            Barbara Whetnall, B.A. C.N.A.A.
Support Services Librarian  Carol Seagrove, B.A., M.A. Loughborough
Executive Assistant      Marion Shields

Inter-Library Loans Librarian
     Jenny Chambers, B.A. Open

PA to University Librarian      Vivien Allen

Accounts Clerk                Joyce Bartlett

Evening/Weekend Supervisors
     Marianne Checkland, B.L.S. Loughborough
     Janice King, B.A. Loughborough
     Carol Rowntree-Jones, B.A. Sheffield, M.A. Loughborough, MCLIP
     Mary Stafford, B.Sc. Loughborough

Senior Library Assistants
     Jane Bramley, B.A. Warwick
     Christine Hallam, B.L.S. Loughborough
     Steven Lake, B.A. Loughborough
     Tracy Marshall, B.A., M.A. Loughborough
     Mary Stafford, B.Sc. Loughborough
     Lili Yeadon, B.A. Tehran, M.L.S., Loughborough, MCLIP
Appendix four – professional activities

publications

Gadd, E.A.
*Clearing the way: copyright clearance in UK Libraries* (LISU occasional paper no. 31), Loughborough: Library & Information Statistics Unit, 2002.

Gadd, E.A.

Gadd, E.A. and R. Gaston

Gadd, E.A.

Gadd, E.A.

Stubbings, R.E., P.R. Reynolds and F. Parry

Stubbings, R.E. and A.S. McNab
external appointments

Jenny Clark
University Archivist, Leicester University (part-time)

Dawn Cole
Membership Secretary of the Aleph User Group UK & Ireland

Elizabeth Gadd
Member of the Library and Information Research Group Committee
Editor of Library and information research news

Mary Morley
Member of the Executive Board of SCONUL
Member of the EMUA Libraries Task Group
Member of the LAILLAR Board
Convenor of the SCONUL Task Force on Self-Promotion

Paul Reynolds
Member of the EMALINK Steering Committee
Council Member of the East Midlands Regional Library System
Member of the UK Libraries Plus Steering Committee

Laurie Salemohamed
Member of the Standing Committee on Official Publications