The University Library, 1 August 2005 - 31 July 2006: report of the Librarian

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report of the Librarian

In a year in which current and former staff celebrated the Pilkington Library’s 25th
anniversary at a well-attended party organised by the Admin Team, other highlights
were service developments undreamed of in 1980. At the start of the academic year
Library users colonised with enthusiasm the new 150-seat group learning area
Open3; as it ended the Loughborough Institutional Repository moved from successful
project to University-wide service, with a remarkable 1800 research papers deposited
during its pilot phase. And during the year, wireless networking was installed
throughout the Library.

Planning

To guide service development until 2010, the Library undertook one of its periodic
major planning exercises. Cross-Library groups investigated areas identified at open
meetings as key to medium-term planning, making many recommendations for
service development. The groups’ agenda were set, and their recommendations
finalised, at further open meetings. The convenors – Gary Brewerton, Elizabeth
Gadd, Peter Lund and Stephanie McKeating - were congratulated on the work of
their groups and the quality of their reports. Of the recommendations, some were
implemented immediately; some will be included in future operational plans; and
others shaped the new strategic plan,¹ refined through discussion at yet more open
meetings.

The Library operational plan, 2005-2006 was formulated by the Management Group,
and kept under review throughout the year. Operational plans produced by all
Library teams and groups were similarly monitored through team meetings; half-year
progress was reported to Management Group; and annual reports were written.
Individuals’ objectives were agreed in the course of the Library’s annual staff
development review. The Service level agreement for 2006/07² was prepared in
consultation with the Library Users’ Committee.

¹ http://www.lboro.ac.uk/library/about/PDFs/stratpl-06-10.pdf
Developing support for research and learning

Loughborough Institutional Repository
The building and population of an institutional repository\(^3\) of peer-reviewed research output was a significant stage in the development of Library support for research. That the pilot phase was so successful was a tribute to the hard work and enthusiasm of many people: ‘early adopters’ in academic departments, Academic Librarians, the Systems Team and members of the project steering group. Above all, progress was due to the excellent performance and skills of Joanna Barwick, the repository manager, whose report on its development is available\(^4\).

Study space
- 292 people (average) in the Library in term-time
- 143 (average) studying on Level 3
- 680 peak occupancy during summer exams

Group study
Students returning in October found that in place of serried ranks of shelves containing little-used abstracting journals and reference books, much of Level 3 of the Library had become a large, light and open space for group learning. The area is branded Open3, thanks to John Jerrams who won a Library staff competition to name it. Wireless networked, the area contains PC workstations, large tables, casual seating and mobile whiteboards. Together with a revamped current serials area, housing more study places and exhibition space, Open3 is an informal, attractive and comfortable space primarily for students working in groups. Food, drink and noise (including mobile phones) are tolerated, within reason.

The facility was an immediate success. Students found the group learning environment, and its proximity to expert staff, other learning resources – and Café 641 – attractive and congenial. Most seats were occupied throughout the day; noise remained at an acceptable level; and observation suggested that Open3 was indeed used for study purposes.

Although the opportunity costs of achieving these changes within a tight timescale were not insignificant, the direct costs were minimal: removal costs for relocating books and dismantling shelving, and the purchase of a few whiteboards. All furniture was relocated from elsewhere in the Library, resulting in the provision of only eight additional study places in the building as a whole. The project would not have been accomplished without the meticulous planning and sustained effort of Jeff Brown, John Jerrams and Marion Shields.

Individual study
To cater for those needing an environment conducive to individual study, Level 1 was branded a ‘silent’ floor, and Level 2 ‘quiet’, as some large tables remained there. Mobile phones, food and drink are not permitted on either floor. It proved difficult for

\(^3\) [http://www.lboro.ac.uk/library/resources/InstitutionalRepository.html](http://www.lboro.ac.uk/library/resources/InstitutionalRepository.html)

\(^4\) [http://www.lboro.ac.uk/library/resources/PDFs/IR_report2006.pdf](http://www.lboro.ac.uk/library/resources/PDFs/IR_report2006.pdf)
Library staff to maintain Level 2 as ‘quiet’, however, and it was decided to make both floors silent from September 2006.

**Investigating the use of space**
Throughout the year Admin Team staff collected daily data on the number of people using the Library, to inform service development and decisions about the optimal balance between the various types of study space.

The Library user survey sought views from those who used (or did not use) the Library as a place to study, eliciting 400 responses. Kelly Friend compiled the resulting data, and Graham Walton reported outcomes and recommendations to colleagues and the Library Users’ Committee\(^5\).

**Service availability and Library use**
- 20,000 more visits to the Library
- 5% fewer books borrowed
- 31% self-issued, an 8% increase
- 17% decrease in photocopying

In response to demand the Library remained open in the evenings during the special assessment period. Use was not as high as expected, but opening at that time will be repeated, with more publicity, before a decision is made about its permanence. The willingness of Circulation Team staff to work additional hours to enable the Library to remain open during those evenings was appreciated.

**Information literacy and study skills**
- 10,108 attendees
- 5,000 hits on link to study skills advice sheets

Elizabeth Gadd and Stephanie McKeating took responsibility for co-ordinating and promoting study skills activities\(^6\), ensuring that study skills support was available in the form of workshops and advice sheets\(^7\). The co-ordinators also met with interested parties across the campus to explore the views and concerns of other providers and academics, and began to plan a University-wide Skills Forum to improve co-ordination amongst Support Services offering skills support to students.

Less information literacy teaching was delivered to SS&H students than in 2004-2005, and more to Engineering students. An innovation for the Science Team was participation in the assessment of students’ presentation skills. Popular courses were again offered under the PhD Research Training Programme banner: *Finding research information, Plagiarism, citation and RefWorks, and Keeping up-to-date*. Library staff also gave presentations at the PhD induction days and *Supervising a PhD* workshops.

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\(^5\) [http://www.lboro.ac.uk/library/about/PDFs/Space%20survey%20report.pdf](http://www.lboro.ac.uk/library/about/PDFs/Space%20survey%20report.pdf)

\(^6\) [http://www.lboro.ac.uk/library/skills/adviceSheets.html](http://www.lboro.ac.uk/library/skills/adviceSheets.html)

\(^7\) [http://www.lboro.ac.uk/library/skills/adviceSheets.html](http://www.lboro.ac.uk/library/skills/adviceSheets.html)
**Information literacy projects**

Ruth Stubbings and Ginny Franklin with Ruth Kinna from the PIRES Department received funding from the Higher Education Academy to create subject-specific online tests to assess student information literacy skills. Self-diagnostic tests were devised for second-year students: of those who took the tests, the skills of 80% were assessed as unsatisfactory. The project also showed that students are unlikely to take such tests unless they are compulsory.

Funded by a University academic practice award to Ruth Stubbings, the InfoTrails Project aimed to create customisable interactive online learning material on the Library website and Learn. Katie Appleton was congratulated on her work as Project Officer, creating a generic interactive tutorial to improve students’ information literacy skills. The intention was to encourage students to be less dependent on Google and more reliant on good quality academic information in the production of assignments.

**Enquiries**

- 6% fewer enquiries overall
- 17% fewer on Level 3
- 28% increase in use of *ask a librarian*

The decline in enquiries was explained by the impact of the first full year of self-service online booking of group study rooms and individual study carrels, and by an increase in email enquiries directed to individual Academic Librarians. There was a noticeable reduction in subject-related enquiries, which Library staff hoped was because services are increasingly intuitive. In consequence, staffing was reduced in the evenings, and Enquiry Services staffing as a whole kept under review. Peter Lund surrendered the management of the service at the end of the year, and was thanked for his contribution to its development.

**Marketing Library services**

Much work was done by the Marketing & Publications Group on planning a marketing campaign for Open3 and on restructuring the Library website. The Library again played a full part in University Open Days. Marketing innovations included a ‘spotlight’ feature on the Library home page, and the Library’s first podcast introduced students to the services available to support their learning.

**Information provision**

- 5% fewer printed books received

The Library was very pleased to receive a donation of £3,326.98 from the former Institute of Metals Urethane Group Social Fund to purchase books or other library material on polyurethanes or associated science and technology.

The printed reference collection was considerably reduced in size, with the most important and often-consulted titles retained and others shelved with the main stock or removed to the Fairbairn store. A similar exercise was carried out with abstracting journals, and the Library was grateful to the Department of Information Science for removing its property from the Fairbairn store, thus creating the necessary space.
Stock revision resulted in the disposal of 6641 volumes of abstracts and 3538 items from the reference collection. After the purchase of electronic versions, 3154 volumes of print journals were also removed. Books on Mathematics, Astronomy and Physics were reviewed in consultation with academic staff. A number of outdated and little-used items was withdrawn and up-to-date material purchased.

The Library was pleased to donate several thousand relegated books to the first public library to be opened in Somalia for sixteen years. This was done via a Leicester charity, the Zaylai Foundation, and received appreciative publicity in the local press.

Developing the electronic library

- 31% increase in network searches (to 1.4 million)
- 42% increase in use of RefWorks (to over 20,000 sessions)
- 27% increase in downloads of articles from electronic journals (to 598,000)
- 41% of those downloads were from ScienceDirect

The resource discovery tool MetaLib continued to be very popular, and was used for just under half of all searches of networked electronic information. MetaLib was able to search Web of Science for the first time, making this important database even more accessible. A further 820 people started to use the personal bibliographic software RefWorks, many of them undergraduates.

Among collections of electronic journals ScienceDirect has a very high recognition factor as well as providing access to a large number of titles, and the Library increased its provision by purchasing back-runs in several disciplines. ABI Research and Emerald were also particularly heavily used. At the other extreme, even the only title taken from OVID - Medicine & science in sport & exercise – recorded 4279 downloads. The JSTOR business collection was made available during the year and attracted increasing use as it became more well-known. Frank Parry was thanked for his compilation and reporting of data on the use of electronic resources.

The Library’s collection of electronic books grew to over 400 titles and an electronic reference collection was instigated.

The British Library Secure Electronic Delivery (SED) service\(^8\) was made available to all members of the University, supplying electronic copies by email of journal articles requested via inter-library loan. Electronic copies are cheaper than the print versions and usually arrive more quickly, but some restrictions on access meant that electronic delivery was not always preferred by users.

A script was produced to compare the reading lists on the online system against the online module specifications. The reports from this were used by the Faculty Teams to identify missing reading lists; those that had changed ownership; and those that were obsolete.

\(^8\) [http://www.lboro.ac.uk/library/services/ill_SED.html](http://www.lboro.ac.uk/library/services/ill_SED.html)
A successful submission for HEFCE funds to support e-learning enabled the Library to install robust wireless networking throughout all three floors by January 2006. Networking was also extended by fitting double sockets in all group study rooms and individual study carrels, for use with laptops that do not have wireless capability. At the same time additional power and network sockets were fitted in the Open3 area. The Library Systems Team was grateful for the contribution of Computing Services to this project.

HEFCE e-learning funds also financed several smaller projects: NetOp software was purchased for use in information literacy and study skills teaching; data projection facilities were fitted in the only group study room without them; and a networked backup solution was put in place for the institutional repository.

Developing partnerships

The Counselling Service used one of the Library’s group study rooms as a weekly drop-in centre throughout the year.

With the Estates Development Unit and imago Services, the Library planned the extension and refurbishment of its popular Café 641.

The Department of Information Science, the Library and Professional Development submitted jointly with the University of Leeds a successful bid to the JISC for £40,000 to undertake an exemplification of i-skills. Ruth Stubbings represented the Library on the project’s steering committee. Aiming to help staff development and information skills professionals to support the development of i-skills in their colleagues, the project is investigating the i-skills needs of the Finance Office and Research Office.

There was considerable interest nationally in the online resource booking system developed by the Systems Team. The software was made available as open source under a general public licence, and was downloaded 800 times in the first six months after its release.

Gary Brewerton, Elizabeth Gadd and other Library staff contributed to the ongoing project Rights and rewards in blended institutional repositories,9 in which the Library is a partner.

The Library became part of the UK LOCKSS (Lots Of Copies Keep Stuff Safe) pilot programme, a JISC project to provide a distributed data store for e-journal preservation.

The University Archives

An appeal for archive material in the Alumni magazine, associated with the University’s 40th anniversary, resulted in a number of interesting donations from former staff and students, mostly relating to the 1950s and 60s. Exhibitions celebrated both the 40th anniversary and the Library’s quarter century. Two museum standard display units were installed on Level 3, enabling the University Charter and

9 http://rightsandrewards.lboro.ac.uk/index.php?section=1
Grants of Arms to be displayed for the 40th anniversary. A particularly well-received exhibition was one on Loughborough characters organised to complement the British Library touring display Recall, hosted in the University Library during Semester 1. In collaboration with the Systems Team the Archivist provided an image from the Archives each month for the Spotlight feature on the Library home page. Joyce Bartlett provided valuable assistance to the University Archivist, especially in preparing exhibitions.

Work on the University Art Collection database continued, with Jenny Clark investing much time in locating and documenting the dispersed items from the Barnsley Furniture Collection, donated to the University in 1999.

Developing Library staff

Nearly three years after Library posts were evaluated, staff were relieved to learn the (neutral for the Library) outcome of the job evaluation exercise. Stephanie McKeating was thanked for the time and care she invested in the process as a panel member.

The Library was very grateful to the Circulation staff who throughout the year worked additional hours to cover the absence of colleagues on sick leave.

A small group led by Graham Walton worked to develop more effective management of internal communication systems, and produced guidelines for staff on good practice in electronic communication.

Training

- 36 in-house training sessions delivered to Library staff

A full day of refresher training, previously offered to semester-only staff in September, was extended to all Circulation staff and well received. A training and exchange of experience forum was initiated by Matt Cunningham and Graham Walton for Evening & Weekend Supervisors. Library Team Leaders attended two customised training sessions delivered by Professional Development, on setting smart objectives and giving meaningful feedback. The Training Group organised a programme of presentations on the work of each Library team (and the Librarian), open to all staff.

Regionally, the Library hosted EMALINK events on using ICT in internal communication, and on the research process in the academic library. Matt Cunningham organised useful exchange of experience sessions between Loughborough and Nottingham University Library Circulation staff.

Resignations

Seven people left the Library, the lowest turnover for more than ten years. Three retired after long periods of service: José Clarke had worked at the Library for 31 years, Judith Freeman for 17 and Sonia Spowage for 22. All left with the good wishes of their colleagues for a long and well-earned retirement. Others leaving were Library Assistants Huw Davies, Faye Morley and Lorna Piatti; and Senior
Library Assistant Marian Smith, who moved to a Faculty of Science Research Studentship, studying for a PhD in the Department of Information Science.

Appointments and new responsibilities
The Library was pleased to welcome six new colleagues: Evening & Weekend Supervisor Christina Apostolou; Shelving Assistant Judith Kirton; Senior Library Assistant Jeanette Machin; IT Support Officer Carl Shaw; Library Assistant Wendy Spencer; and Academic Librarian Helen Young, who joined the SS&H Team from the University of Leicester.

Elizabeth Gadd and Stephanie McKeating were congratulated on their appointment as Academic Services Managers (Engineering). Both were previously Academic Librarians, Elizabeth in the Engineering Team and Stephanie in Science.

University Archivist Jenny Clark joined the Management Group.

Individual achievements
Four staff received awards marking 25 years’ service with the University: Joyce Bartlett, Jenny Clark, Sue Mee and Marion Shields. Ginny Franklin was awarded a University Teaching Prize, and Graham Walton was appointed Honorary Visiting Fellow in the Department of Information Science. Three staff achieved Loughborough University higher degrees: Huw Davies an MA from the Department of English & Drama; Karen McCormick an MSc with Distinction in Information and Library Management; and Jason Cooper a PhD in Computer Science.

Overall, this was a year in which a stable Library staff took justifiable pride in impressive individual and collective achievements. They enjoyed the lively atmosphere created by the development of Open3, and worked with their customary energy and enthusiasm to deliver high quality services in support of learning and research. I am, as ever, extremely grateful to them all.

Mary Morley
University Librarian and Director of Information Services & Systems
October 2006
Appendix one – Statistical summary

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<tr>
<td>study places (without IT equipment)*</td>
<td>639</td>
<td>631</td>
<td>650</td>
</tr>
<tr>
<td>IT workstations and catalogue terminals*</td>
<td>138</td>
<td>138</td>
<td>126</td>
</tr>
<tr>
<td>books received</td>
<td>11,451</td>
<td>12,342</td>
<td>12,248</td>
</tr>
<tr>
<td>print journal subscriptions</td>
<td>1,960</td>
<td>1,936</td>
<td>1,777</td>
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<tr>
<td>electronic journal subscriptions</td>
<td>5,587</td>
<td>5,474</td>
<td>6,307</td>
</tr>
<tr>
<td>articles downloaded from e-journals</td>
<td>598,133</td>
<td>469,185</td>
<td>415,222</td>
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<td>visits to the Library</td>
<td>603,667</td>
<td>583,742</td>
<td>600,450</td>
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<td>enquiries</td>
<td>73,230</td>
<td>77,856</td>
<td>89,619</td>
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<td>searches of networked information resources</td>
<td>1,421,547</td>
<td>1,081,798</td>
<td>681,570</td>
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<td>items borrowed from other libraries</td>
<td>5,047</td>
<td>5,031</td>
<td>6,199</td>
</tr>
<tr>
<td>information skills training attendees</td>
<td>10,108</td>
<td>9,996</td>
<td>8,988</td>
</tr>
<tr>
<td>books issued</td>
<td>319,541</td>
<td>335,730</td>
<td>370,718</td>
</tr>
<tr>
<td>items re-shelved</td>
<td>462,963</td>
<td>566,266</td>
<td>493,314</td>
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* Recalculated according to SCONUL definitions
Appendix two – Expenditure summary

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<tr>
<td><strong>information resources</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>books</td>
<td>357,403</td>
<td>357,558</td>
<td>352,580</td>
</tr>
<tr>
<td>printed serials</td>
<td>651,742</td>
<td>631,842</td>
<td>584,661</td>
</tr>
<tr>
<td>binding</td>
<td>22,270</td>
<td>25,000</td>
<td>30,661</td>
</tr>
<tr>
<td>electronic information</td>
<td>594,771</td>
<td>514,211</td>
<td>468,959</td>
</tr>
<tr>
<td>total</td>
<td>1,626,186</td>
<td>1,528,611</td>
<td>1,436,861</td>
</tr>
</tbody>
</table>

| **operating costs**    |           |           |           |
| equipment and maintenance | 92,997   | 136,220   | 156,199   |
| stationery and consumables | 15,019   | 16,259    | 18,652    |
| postage, telephones and fax | 8,900    | 9,195     | 9,750     |
| staff development       | 7,892     | 9,627     | 6,978     |
| miscellaneous           | 25,391    | 23,602    | 26,323    |
| utilities               | 194,293   | 120,503   | 105,259   |
| total                   | 344,492   | 315,406   | 323,161   |

**salaries**

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<td>1,462,172</td>
<td>1,374,100</td>
<td>1,367,094</td>
</tr>
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| **total expenditure** | 3,432,850 | 3,218,117 | 3,127,116 |
Appendix three - Senior staff, 31 July 2006

University Librarian and Director of Information Services & Systems
Mary Morley, BA Nottingham, DipLib London, MCLIP

Academic Services Manager (SS&H)
Ruth Stubbings, BA Leicester, MA De Montfort, DipLib CNAA, HEA

Service Development Manager
Graham Walton, BSc Loughborough, MA CNAA, MBA Open,
PhD Northumbria, MCLIP

Support Services Manager
Jeff Brown, BA, MA, DipLib London

Academic Services Managers (Engineering)
Elizabeth Gadd, BA York, MSc Loughborough, HEA
Stephanie McKeating, BSc Wales, MSc Sheffield, MCLIP

Academic Services Manager (Science)
Peter Lund, BSc Edinburgh, MSc Sunderland,
DipLib Strathclyde, MCLIP

Library Systems Manager
Gary Brewerton, BSc CNAA

Library Systems Developer
Jon Knight, BSc, PhD Loughborough

Academic Librarians
Louise Fletcher, BA Liverpool John Moores
Virginia Franklin, BA Hull, MA Sheffield, MCLIP
Tracy Marshall, BA, MA Loughborough
Frank Parry, BA York, MA Derby, DipLib London, MCLIP
Laurie Salemohamed, BA Open
Barbara Whetnall, BA CNAA
Helen Young, BA York, MA Sheffield, MCLIP

Library Systems Analyst/Programmer
Jason Cooper, BSc, PhD Loughborough

Support Services Librarians
Joanna Barwick, BA Bath, MA Brighton
Stephen Corn, BA CNAA
Carol Seagrove, BA, MA Loughborough

University Archivist
Jenny Clark, BA Bristol, DipArchAd London
Circulation Manager  Matthew Cunningham, LLB Leicester

Facilities Manager  Marion Shields

Evening/Weekend Supervisors
Christina Apostolou, BA Ionian, Corfu, MA McGill
Wylva Davies, BA Southampton, CertLib, Loughborough, MCLIP
Karen Ingall, BLS Loughborough
Elizabeth Mills
Linda Thornber

Finance Clerk  Joyce Bartlett

Library IT Support Officers
Carl Shaw, MComp Loughborough
Jenni Stewart

PA to the University Librarian  Kelly Friend

Senior Library Assistants
Katherine Appleton, BA Nottingham, MSc Aberystwyth
Jane Bramley, BA Warwick
Elaine Collis, BA CNAA
Christine Hallam, BLS Loughborough
Lucy Harrison
Steven Lake, BA Loughborough
Jeanette Machin
Sharon Reid, BA Birmingham, MA, PGCE Loughborough
Mary Stafford, BSc Loughborough
Appendix four – Professional activities

Conference organisation

eLit2006 was hosted at Loughborough University in July 2006 by the Library, Computing Services and the Higher Education Academy Information and Computing Sciences Subject Centre. Ruth Stubbings chaired the local organising committee, of which Ginny Franklin was a member, and Joyce Bartlett provided administrative support.

Presentations

Bartlett, J., G. Brewerton and G. Walton
‘I heard it through the grapevine: case study of internal communication and ICT at Loughborough University Library’, Using technology to enhance library internal communication, EMALINK, Loughborough, January 2006.

Marshall, T. and R. Stubbings

Marshall, T

Marshall, T
‘Making the most of our resources’, Librarians’ day: supporting departments and students, HEA Engineering Subject Centre, Loughborough University, June 2006.

Parry, F
‘Integrating resources within VLEs’, BIALL study weekend, Edinburgh, November 2005.

Stubbings, R
‘Helping students discover there is more to life than Google’, M1/M69 seminar, Loughborough, February 2006.

Stubbings, R

Stubbings, R

Stubbings, R
Stubbings, R

Stubbings, R. and D. Boden

Stubbings, R. and D. Boden
‘What is information literacy?’, Information literacy in academic libraries, SALTG, Glasgow, March 2006.

Walton, G. et al.
‘Effective work based learning across the professions and the impact on the roles of library and information services: a case study of UK probation workers’, Sixth work conference on continuing professional development and workplace learning for the library and information professions, IFLA, Oslo, August 2005.

Forrest, M. and G. Walton

Walton, G. et al.

Publications

Bates, M., E. Gadd, S. Loddington, S. Manuel and C. Oppenheim

Stubbings, R. and V. Franklin

Stubbings, R. and V. Franklin
Final report of the HEA Development Fund project: Critical evaluation of information literacy questions used to support the Department of Politics, International Relations and European Studies (PIRES), Loughborough: Loughborough University, 2006.

Stubbings, R. and V. Franklin
Stubbings, R. and V. Franklin
Overview of the HEA Development Fund project: Critical evaluation of information literacy questions used to support the Department of Politics, International Relations & European Studies (PIRES), Loughborough: Loughborough University, 2006.

Stubbings, R. and D. Boden

Genoni, P. and Walton, G. eds

Childs, S., E. Blenkinsopp, A. Hall and G. Walton

Cader, R., J. Derbyshire, A.G. Smith, P. Gannon-Leary and G. Walton
‘In search of evidence: a small scale study exploring how student nurses accessed information for health needs assignment’, Nurse education today, 26, 2006, pp. 403-408.

Gannon-Leary, P., G. Walton, R. Cader, J. Derbyshire and A.G. Smith

Walton, G. et al.
‘Using mobile technologies to give health students access to learning resources in the UK community setting’, Health information and libraries journal, 22(Suppl 2), 2006, pp. 51-55.

External appointments

Jeff Brown
Member of the NEYAL Books Purchasing Group

Tracy Marshall
Member of the CILIP University College & Research Group Committee (East Midlands)

Mary Morley
Member of the EMUA Librarians Group
Member of the LAILLAR Board
Member of the NEYAL Steering Committee

Ruth Stubbings
Deputy Chair of the CILIP CSG Information Literacy Group
Graham Walton
Secretary, Continuing Professional and Workplace Learning Section, IFLA
Member of the CILIP Health Libraries Group Committee
Member of the LAILLAR Operational Group
Member of the EMALINK Steering Committee
Editor, Health information and libraries journal