



Librarian's Annual Report 2009/10



The Morpeth Roll

Turascáil Bliantiúil ón Leabharlannaí 2009/10

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2009/10 Selected Highlights

Support for learning and teaching

- 5% increase in registered borrowers
- 6% increase in desk queries to almost 31,000
- Strong demand for circulation and related services
- Expansion of Library teaching role in Department of History's MA in Historical Archives
- 13% increase in books purchased
- 73% of books received 'shelf ready' up from 61% in 08/09 and 48% in 07/08
- Continued extension of opening hours at key exam periods to 7 days a week, until midnight Monday –Thursday and on key bank holidays.
- Launch of online chat service to support library users
- More than 1,000 students participated in Library Information Skills Tutorials
- 78% increase in students receiving library training to more than 4,700
- 10% increase in the numbers of 1st years receiving library orientation training to more than 1,200 and a 32% increase in the number of international students receiving dedicated library orientation training to more than 200

Facilitating and enriching research

- Collaborative purchase and launch of ECCO database
- Collaborative purchase with the Research Office of SCOPUS database
- Ongoing work on the Morpeth Roll Project in partnership with Centre for the Study of Historical Irish Houses and Estates (CSHIHE), Castle Howard and Ancestry.com
- Launch of RIAN national repository portal
- 25% increase in the number of documents in the institutional repository to more than 2,000 and a 15% increase in the number of registered users to more than 300.
- Faculty of Science and Engineering Publications Festival

Library Environment

- Tender Process for the construction of the new library extension completed
- Third self-service machine provided for circulation services
- Reading room of the Russell Library enhanced with light-reducing blinds

Contributing to social, economic and cultural development

- Supported Maynooth Post Primary School in the establishment of a school library and through the provision of information skills training to Leaving Certificate Students
- Hosted visits from a range of local community groups and schools

Library profile and awareness

- Russell Library featured in RTE's *Ireland's Greatest* as part of the feature on John Hume (the subsequent winner!)
- Russell Library Blog launched in May 2010
- A range of book launches and exhibitions hosted in the Library

Staff Development and Support

- Successful engagement with the University's Adjustment Strategy
- Roll-out of self-directed '23 Things' Web 2.0 training for library staff
- Walk on Wednesdays Club established under Bright Ideas scheme
- Provision of a broad range of relevant staff development opportunities
- 3 Library staff highly commended at national ANLTC and CONUL awards.

Funding, technology and e-Services

- New library website incorporating a range of improvements and supporting extensive use of social media and Web 2.0 tools to meet users' needs
- More than 200,000 eBook MARC records added to the catalogue and the creation of a searchable sub-set of eBook records.
- Development of an embedded version of the catalogue search box for the new library homepage
- Library wireless network upgraded and personal laptop printing rolled-out
- Major upgrade of the Library Management System
- Relocation of three library servers to the Computer Centre's new Data Centre
- Use of ARC MIS tool to monitor library expenditure and inform a variety of projects and processes
- New, user-friendly online book-order form available to academic staff
- A range of strategies resulted in discounts being secured from many suppliers
- Extensive use of many Web 2.0 tools including the largest Irish University Library on Facebook with 2,000+ 'fans' and all library staff use Google Calendar.

Overview 2009/10

This annual report covers the period 1 October 2009 – 30 September 2010. I am delighted to report that, despite many challenges, it contains details of numerous improvements, achievements and successes. These are a tribute to the flexibility, resilience and collegiality of library staff. The Library is, as required, doing more with less. Since 2006 borrower numbers have increased 33% yet University funding received per borrower has declined 25% while the total cost per borrower of the service has declined by 24%.

In view of the ongoing difficulty of the operating environment the positive progress achieved is all the more laudable. In this report, as flagged in last year's, the format has been altered in order to highlight progress in the context of our seven strategic goals as set out in our 2009 – 2011 Strategic Plan:

NUIM Library – Seven Strategic Goals 2009 - 2011
1. To further develop the Library's role in Learning and Teaching to support a quality teaching environment and learning experience.
2. To facilitate and enrich the research activities of the academic community.
3. To provide an environment conducive to learning, study and work that is responsive to changes in technology and user profile.
4. To contribute to social, economic and cultural development at local, regional, national and international level by providing an inclusive library and information service.
5. To develop and promote the profile and awareness of the Library as an essential and vibrant resource at institutional, local, regional, national and international level.
6. To ensure that the library develops and implements staff development and support policies that underpin our service goals and recognise the central role that all staff play in the achievement of these goals.
7. To implement strategies in relation to funding, technology and e-Services that facilitate the delivery of a quality library service.

Indeed, the formal launch of our Strategic Plan 2009 – 2011 by President John Hughes was one of the key milestones of another successful year. Other notable successes during the period included double digit growth in the numbers of students participating in library training, the launch of a new library website, and the Faculty of

Science and Engineering Publications Festival. The successful completion of the tender process for the new library extension during the reporting period marked a key point in this essential project and construction remains on course for completion in autumn 2012. Other notable successes during the year included the commencement of discussions with the library at Froebel College and the successful preparation of the Library's Self Assessment Report in advance of a quality review in November 2010.

None of the above would have been possible without the sustained support of the campus community from across all faculties and other units. I would like to take this opportunity to pay tribute to the ongoing enthusiasm and commitment of the staff of the Library. Their determination has enabled the Library to continue to grow and develop even in these difficult times. I would particularly like to acknowledge the contribution of the three staff members (Valerie Seymour, Etaín Ó Síocháin and Mary Kearney) who all retired close to the end of the reporting period. Their valuable contribution to the Library over many years can not be over stated. I am confident that we will continue to build on their many achievements in the years ahead to further develop the Library's track record of excellence and innovation.

Cathal McCauley
University Librarian
May 2011

1. Support for learning and teaching

1.1 Strong demand for 'traditional' library services

During the reporting period demand for library services continued to increase. Appendix III contains a range of statistics covering a variety of library services and activities. The number of registered borrowers reached 9,518 and 132,820 items were borrowed. There was also a significant increase in the number of queries dealt with by library staff. In total, desk staff dealt with 30,955 queries, with October and November the two busiest months of the academic year.

The Library continued the recent practice of offering extended opening hours at key periods during the year including the Semester 1 and 2 exams. During these periods the Library opens on Sundays and public holidays, with service, and opens until midnight on weekdays. Once again students warmly welcomed these extended hours. It must be acknowledged, however, that despite these periods of extended opening, our general opening hours compare poorly with peer-institutions. While the current economic climate restricts our ability to address this issue it is important a solution is agreed in the near future. The new building (see section 3 below) will present a number of options which are currently not available.

The library's book collection continued to grow during the reporting period with 5,993 titles purchased – a 13% increase. An increasing number of these titles are sourced from suppliers who process them. 73% of books received during 2009/10 were 'shelf ready' up from 61% in 2008/09 and 48% in 2007/08. The graph below illustrates the steady growth in this practice.

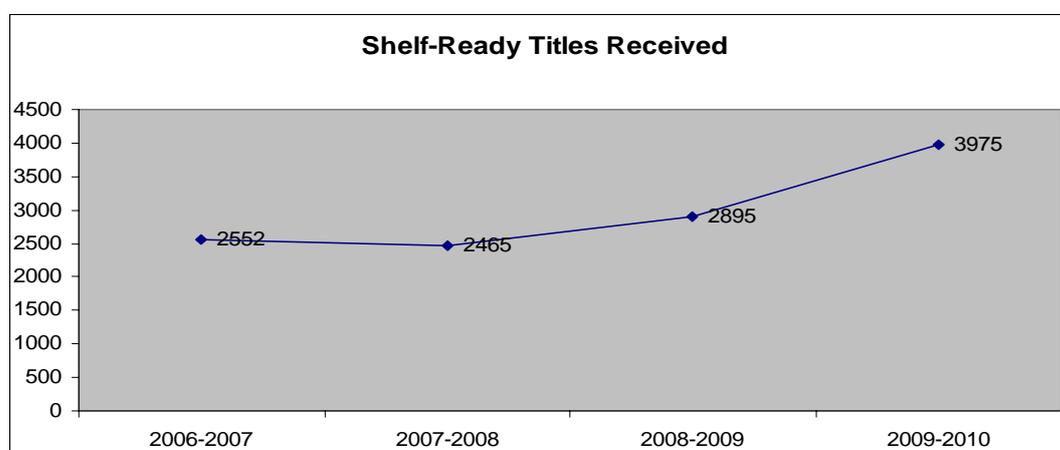


Chart 1: Growth in 'Shelf Ready' material

This strong demand for what are frequently regarded as traditional library services confirms that the campus community continues to make extensive use of the library's facilities and collection despite the advent of many services and technologies which offer alternatives. This contention was supported by the findings of a major survey of library users conducted in April and May 2010. This survey confirmed that all categories of library users make regular use of the physical library and our 'traditional' services. While academic staff were generally satisfied with the service provided they criticised the library's print collection. At present the development of the collection is largely in the hands of the academic departments. Following this finding, and subsequent discussions, the Library intends to take a more proactive role in collection development in the future. Students were generally satisfied with the library service but the extent of their dissatisfaction with the library's physical environment led to an overall result of the Library failing to meet student expectations. On a positive note the construction of the new library extension will address all of the issues raised. See section 3 below.

In addition to the survey discussed above, the Library convened the Library/Student Committee three times during the reporting period to discuss the service and present student representatives with an opportunity to raise matters of concern. During the reporting period the committee was expanded to include a representative of part-time students.

1.2 Growing importance of the Library as a provider of training and support

From the moment students arrive on campus the Library works to ensure that they are fully aware of the considerable resources available to them. A key way in which we do this is through active participation in the University's orientation programme. The reporting period saw a 10% increase in the numbers of 1st years receiving library orientation training to more than 1,200 and a 32% increase in the number of international students receiving dedicated library orientation training to more than 200 in support of the University's strategy to increase international student numbers.

In recent years the outstanding success of the Library Information Skills Tutorial (LIST) initiative has been widely acknowledged locally and nationally. The LIST programme typically operated in the early weeks of the academic year. However, following changes in the academic cycle and feedback from students LIST was expanded and was offered at the start of both Semester 1 and 2 and on a more limited scale throughout the rest of the academic year. The increase in take-up

justified this decision and more than 1,000 students participated in LIST during the reporting period. The chart overleaf illustrates the growth of LIST in recent years:

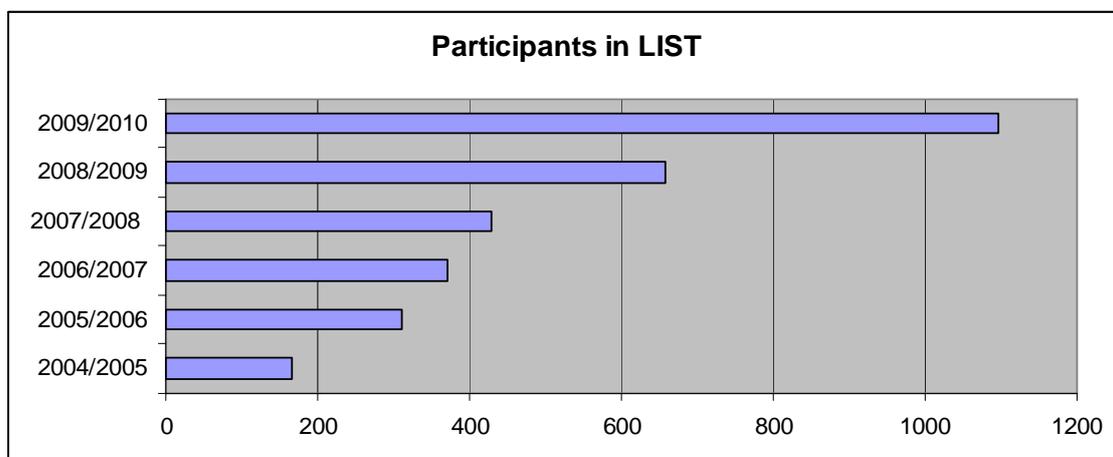


Chart 2: LIST Participants

The LIST programme's growth has been mirrored by the demand for library training generally. During the reporting period 2,098 students received other forms of library training or teaching support. This represents a 78% increase on the previous academic year. This training ranges from one-to-one sessions with students on a particular topic to large class teaching of groups and even the provision of accredited modules on programmes. The Library is now involved in the delivery of generic skills modules/training to postgraduates in all three faculties. The provision of information skills/ information literacy training is important for a variety of reasons including helping users as they navigate an increasingly complex information landscape and ensuring that users get the maximum value from the considerable, valuable, resources provided by the University via the Library.

Building on the library's involvement in the provision of two accredited modules for the Department of Adult and Community Education, in September 2010 the Library's role in the Department of History's MA in Historical Archives was significantly expanded. A large number of modules will in the future be provided in whole or in part by library staff.

2. Facilitating and enriching research

2.1 Developing Research Collections

While traditionally many of the library's services and collections have primarily supported the teaching of undergraduates, in recent years the Library has also worked hard to develop our existing research collections and acquire new research-oriented material.

The Russell Library Cataloguing Project (RLCP), which enables an increasing amount of this important collection to be visible to researchers locally, nationally and internationally, continued. During the reporting period the Science and Gaelige sections of the collection were completed. Overall, approximately 40% of the collection has now been catalogued. Once complete these volumes will be identifiable via the Library catalogue and a range of popular search tools including Google scholar.

In addition to the progress of the RLCP a range of other research collections and supports were advanced in the Russell Library during the reporting period including:

- The continued development of the image database through the addition of a further 409 photographs including pages from Rhydderch's Welsh dictionary (1737) which were subsequently framed and presented to President John Hughes to mark his departure.
- The 'unique to the book' project noting fine bindings, bookplates, decorated paper etc.
- Joint Tacketing of suitable volumes in the collection for conservation purposes.

Archives are an increasingly important form of research collection and the relatively recent appointment of a professional archivist continues to bear fruit. The Desmond Forristal Archive is now fully processed and work has begun on the correspondence of Eneas MacDonnell. The University also received the archive of the noted anthropologists Silverman and Gulliver.

Work continued on the Strokestown Famine Archive at the NUI Maynooth/OPW Archive Centre in Castletown. A significant archive collection from a 'big' house in

Leinster was placed on long-term deposit at the Centre as was the furniture and fine art archive of the Knight of Glin.

While the Library seeks to continue to acquire and develop special collections and archive material, these ambitions constantly face the constraints of funding, storage and personnel. Such collections inevitably require a significant amount of all three. To reduce the negative impact of these constraints it is necessary to take a very targeted approach to acquisition and where possible to secure financial support in addition to the material itself. A business plan addressing these challenges in details is currently being prepared.

Special collections and archives are the essential 'raw material' for researchers but equally important is the access to research publications afforded by electronic resources. The main source of the vast majority of the 43,714 online periodical provided by the Library is the Irish Research Electronic Library (IReL) initiative. The reporting period coincided with the end of the second round of IReL funding and in late 2009 the Higher Education Authority (HEA) confirmed that funding for IReL for 2010 and 2011 would be significantly reduced. The Librarian, as the then chair of the Irish Universities Association Librarians' Group (IUALG) was central to a process which through a combination of robust engagement with suppliers (publishers) and support from IUA council made it possible to retain 88% of IReL resources by cost. Despite this success this process demonstrated the sector's dependence on IReL and the importance for all interested parties to work together to ensure the continuation of IReL for the foreseeable future. The current cycle of IReL funding ends in December 2011.

While IReL provides the vast bulk of electronic research information available in Irish Universities, it is still necessary to supplement this with locally funded purchases tailored to local research strengths and needs. During the reporting period the Library purchased the online version of the Dictionary of Irish Biography and the Epigeum suite of online research tutorials. The Library was very pleased to work with the Vice President for Research and a range of faculties, departments and institutes to acquire Eighteenth Century Collections Online (ECCO)¹ a key database of relevance to many disciplines. The Library and the Research Office also jointly

¹ ECCO delivers every significant English-language and foreign-language title printed in Britain in the 18th century along with thousands of important works from the Americas. The resource provides online access to, and full-text searching of, 26 million pages of text from more than 136,000 titles. To add to this the Library self-funded the purchase of ECCO 2 which focuses on Irish material from the same period.

subscribed to SCOPUS a research support tool. In view of the ongoing funding situation it is highly likely that such collaborative purchasing will be necessary in the future. The Library is grateful for the support it has received from all departments, faculties, institutes and the Research Office.

Finally to supplement our local collections the library provides a highly-valued Inter-Library Loan (ILL) service. During the reporting period the ILL service experienced a decline of 8% to 789 requests. This is attributable in part to the ongoing development of our electronic collections. However, ILL remains an important research support and measures including a system upgrade during the year will enable us to continue to provide this essential service.

2.2 Collaborative Research Projects

In addition to developing our support of research through the development of research collections, the Library has also adopted a strategy of becoming an active partner in research projects. Through working closely with our academic colleagues the Library can better understand their information needs. Collaboration on research projects is also a route to alternative sources of funding. Key examples of research projects in which the Library participated during the reporting period include:

- Participation in Universal STC Project based at St Andrew's University to create a catalogue of all European printing prior to 1601
- Participation in the successful PRTL V national consortial bid to develop a National Audio Video Repository (NAVR)
- Ongoing work on the Morpeth Roll Project in partnership with Centre for the Study of Irish Historical Houses and Estates, Castle Howard and Ancestry.com
- Preparation of the National Digital Learning Repository (NDLR) funded My Research Impact (MyRI) tool in collaboration with UCD, DCU and DIT
- Development of the SIF-funded RIAN Institutional Repository Portal

2.3 Celebrating and Disseminating Research

The Library at NUI Maynooth has been a pioneer in the area of the dissemination of research outputs via our institutional repository ePrints. We have worked closely with the Research Office, Graduate Studies, the Computer Centre and others in this regard. The reporting period saw a 25% increase in the number of documents in the institutional repository to more than 2,000 and a 15% increase in the number of

registered users to more than 300. Building on the local success of institutional repositories, June 2010 saw the launch of the RIAN website a national portal to access the contents of the repositories of the seven Irish universities and the Dublin Institute of Technology (DIT). RIAN was the culmination of a SIF funded project in which NUI Maynooth was one of the lead partners. It is likely that RIAN will expand further in the near future and become a major national research portal.

To both disseminate and celebrate research outputs the Library hosts an annual publications festival which focuses on each of the three faculties in turn. In 2009/10 the focus was on the Faculty of Science and Engineering. The event was highly successful with a large launch event and a number of subsequent workshops.

3. Library Environment

3.1 Current Environment

The current library environment in both the John Paul II and Russell Libraries is far from ideal as noted in the responses of students to the survey discussed in section 1.

The John Paul II Library is overcrowded, undersupplied with sockets and noisy. While the construction of the new library extension (see 3.2 below) will address all of these concerns it is not acceptable to simply tolerate these difficulties in the interim. The Library continued to work to mitigate these problems through:

- Running a food, drink and noise control campaign in the spring with the support of student representatives
- The provision of a third self-service machine for book borrowing (located on the first floor)
- Regular discussions with student representatives and others to agree interventions to address the issue of user behaviour in the Library

The Russell Library remains inaccessible to disabled users and the environment is not suited for the storage of more sensitive items from the collection. To partly address the latter issue light-reducing blinds were fitted on all the reading room windows during the summer of 2010.

In addition to our two sites used regularly by readers, the Library also operates the Kildare Store and a number of smaller ancillary stores. None of our storage facilities are suitable and yet all are full to capacity. In addition to restricting our ability to acquire new collections, these conditions place material currently stored there at constant risk. Discussions to include alternative storage facilities in the plans of the campus development office are ongoing.

3.2 The New Library Extension

It is clear from section 3.1 above that the new library extension is urgently required. During the reporting period the tender process for the construction of the new library extension was completed. This process involved an enormous amount of preparatory work and the Library is extremely grateful to all involved especially the Procurement Office, the Computer Centre and, in particular, the Campus Planning and Development Office. The contract has a target completion date of August/September 2012.

Preparations for the new building continued in advance of the commencement of construction. In particular the collection deselection project made good progress in the Sciences. This important project will mean that the collection that is moved as part of the new building project is as up-to-date and relevant as possible.

4. Contributing to social, economic and cultural development

The Library recognises the important role the University plays in the social, economic and cultural development of the locality, the region and beyond. This is particularly important given Maynooth's status as 'Ireland's University Town'. To support this role the Library actively engages with local schools, community groups and representatives. Examples during the reporting period included:

- Supporting Maynooth Post Primary School in the establishment of a school library and through the provision of information skills training to Leaving Certificate Students
- Hosting visits from a range of local community groups and schools including St John of God Pathways and the Irish Countrywomen's Association

- Inviting a diverse range of local groups, schools and political representatives to the Science and Engineering Publications Festival and other events and exhibitions. Entries from local schools into the BT Young Scientists Exhibition were included in the Science and Engineering Exhibition
- Donating books to local primary and secondary schools
- Hosting three library school work experience placements and one transition year placement for a student with an intellectual disability

The Library also encourages staff to make a positive contribution to the local community and Appendix II contains details of staff community activities.

5. Library profile and awareness

The Library has adopted a strategy of seeking out and taking advantage of opportunities to raise the profile of the Library and the University. Building the 'brand' of the Library and, by extension, the University makes a very positive contribution to the achievement of our wider mutual strategic goals. Moreover, the active promotion of the Library through events and exhibitions enhances the Library's status as the intellectual and cultural heart of the campus. During the reporting period the Library presented the following 11 exhibitions:

Library Exhibitions 2009- 2010

Date	Title	Details
October 2009	<i>Capital Cities of Europe</i>	With the International and Communications Offices.
November 2009	<i>Women in Science</i>	Part of Science Week
December 2009	<i>Staff and Student Art Exhibition</i>	Part of Arts Week
December 2009	<i>Recent Acquisitions</i>	Russell Library
January 2010	<i>Publications Festival 2010: Faculty of Science and Engineering</i>	In co-operation with the Fac. of Science and Engineering
March 2010	<i>How we arrived at the future</i>	Russell Library
March 2010	<i>An leabhar maisithe</i>	Seachtain na Gaeilge
May 2010	<i>Europe Day</i>	Europe Day
July 2010	<i>Seán Ó Faoláin Archive: A gift from Brazil</i>	IASIL conference support
August 2010	<i>Professor Talal Asad</i>	EASA conference support
September 2010	<i>John Henry Newman's letter to Dr Russell of Maynooth</i>	Marking Newman's beatification

In addition to the above exhibitions, many of which were open to the public, the Library's other profile raising activity included:

- The Russell Library featured in RTE's *Ireland's Greatest* as part of the feature on John Hume (the subsequent winner, see <http://www.rte.ie/tv/irelandsgreatest/>)
- In May 2010 the Russell Library Blog was launched. The staff of the Russell use this blog to update the world on the diverse range of materials and projects in hand
- Participation in both University Open Days including delivering a talk to interested prospective students and their families

The Library was delighted to host the launch of Dr Muireann Ní Bhrolcháin's book *Introduction to Early Irish Literature* in November 2009. This event was an opportunity for academic colleagues from across the campus and other institutions to come together and celebrate the launch of this important text.

6. Staff Development and Support

The centrality of the staff of the Library to the success of the Library is recognised in our strategic plan and is the subject of a specific strategic goal and a range of supporting actions. The Library has a positive, proactive approach to staff development and provides training and development opportunities to develop and support creative, flexible and highly skilled staff.

Library staff actively participated in a wide range of training and other developmental events during the reporting period. Training opportunities provided during the year included:

- Marketing and media training
- Visit to the National Archives
- Dealing with change
- First Aid
- Manual handling
- Management Team training

- A range of technology based training
- 23 Things Web 2.0 training

Three submissions from library staff were highly commended in the Library Association of Ireland (LAI)/Colloquium of National and University Libraries (CONUL) 2010 Information Literacy Award, emphasising the Library's developing role in learning. Library staff frequently presented papers and posters at conferences, and organised seminars for library and other colleagues across the higher education sector and beyond. Continuing high levels of participation in national committees ensure the Library plays a key role in the development of the library sector in Ireland.

The Library received significant support from the University Staff Development Unit, with many staff attending events organized by this unit. One staff member is currently undertaking a taught doctorate in education. Another member of staff commenced the NUI Maynooth postgraduate diploma in teaching and learning. For the second year, the Library supported a staff member in undertaking the UK Leadership Foundation Future Leaders programme. Five staff members registered for the ECDL programme. Over 20 library staff have completed ECDL to date.

There was a significant focus on developing skills in areas such as Web 2.0 technologies and tools, in order to underpin a wide variety of new e-services. With this objective the internationally recognised '23 things' self directed learning approach was rolled out on a pilot basis with many more library staff expressing an interest in participating in the scheme in the future.

In addition to a focus on professional development, the Library took measures to enhance staff morale during the reporting period through the operation of a 'Bright Ideas Scheme'. This encouraged staff to make suggestions about how the work environment could be enhanced and morale maintained. The scheme was highly successful and generated many suggestions including the formation of a 'Walk on Wednesdays (WoW) Club'.

A library culture which encourages all staff to participate in organising events such as the annual publications festival provides opportunities for job enrichment and personal and professional development.

Finally, a successful engagement with the University's Adjustment Strategy in spring/summer 2010 enabled the Library to address a number of pressing staffing issues following a sustained period of declining staff numbers.

Details of staff professional activities are included in Appendix I.

7. Funding, technology and e-Services

7.1 Funding

The Library, in common with most parts of the public sector, continues to face serious funding challenges. Since 2006 borrower numbers have increased 33% yet University funding received per borrower has declined 25% while the cost per borrower of the service has declined by 24%. The Library has also experienced a decline from traditional sources of additional revenue e.g. fines and photocopying of more than 30% and future changes to printing arrangements may exacerbate this. In recognition of this the Library is working to maximise the power of the resources provided by the University and to supplement these resources from external sources.

To maximise the resources provided by the University during the reporting period the Library:

- Established a budget committee to monitor all expenditure and assess requests for additional expenditure
- Conducted a preliminary supplier review which led to the discontinuation of the services of one supplier and the adoption of a new supplier resulting in discounts of up to 17% and the average cost per book declined from €57.56 to €52.26
- Increasing use of 'Shelf Ready' books to minimise need for staff handling
- Worked assiduously to avoid all unnecessary costs including the publication of our strategic plan as an 'e-only' document, the use of e-mail and EDI rather than postal orders, the management of all stationery use
- Used MIS data from the ARC system to inform budgetary decisions

While the above actions enabled the Library to maximise available funds, there are always a range of activities which the Library would undertake were additional funds available. To this end the Library:

- Negotiated the donation of significant funding for project staffing following discussion with the donor of a large collection
- Engaged, with the support of the University's Senior Officers, the services of a consultant to scope out the possibilities for additional fundraising. The Library will on foot of this report work with the Alumni Office and the University Foundation to identify external funding opportunities

7.2 Technology

Technology increasingly makes the difference between an effective library service and one that is failing to meet user needs. Amongst the many advantages of technology is the ability to provide services 24/7 irrespective of location. In recognition of this the Library is constantly working to enhance our use of technology to provide a better service. During the reporting period the Library:

- Added more than 200,000 eBook MARC records to the catalogue and created a searchable sub-set of eBook records
- Used the ARC MIS tool to monitor library expenditure and to inform a variety of projects and processes
- Upgraded, with the support of the Computer Centre, the Library wireless network
- Rolled-out personal laptop printing via the wireless network
- Upgraded the Library Management System
- Relocated three library servers to the Computer Centre's new state-of-the-art Data Centre
- Worked with the Computer Centre and other stakeholders on the development of a campus card
- Introduced loan renewals via self-service machines

7.3 E-services

Students and Library users in general, increasingly want, and expect, to be able to engage fully with the Library online. A key step to support this demand was achieved during the reporting period when a new library website, incorporating a range of improvements and supporting extensive use of social media and Web 2.0 tools was deployed. This website enables the library to use multimedia and mobile technology to deliver the services readers increasingly expect in the manner in which they

expect them. The new site is the foundation for future service developments over the coming period. In addition to the roll-out of the new website other notable e-services launched during the reporting period included:

- An online chat service to support library users
- An embedded version of the catalogue search box for the new library homepage
- A new, user-friendly online book-order form for academic staff
- Revised reader courtesy-notices regarding overdue items
- Extensive use of Web 2.0 tools including Google Calendar (used by all library staff) Facebook (2,000+ fans), YouTube (thousands of views) and Twitter (175 followers)

Appendix I: Staff professional activities

Mary Antonesa

Membership (s)

Committee member CONUL Advisory Group on Information Literacy

Member Library Association of Ireland (LAI)

Awards

Highly commended in the Library Association of Ireland (LAI)/Colloquim of National and University Libraries (CONUL) 2010 Information Literacy Award

From library to lab and beyond: Information Literacy for the Faculty of Science & Engineering

Elaine Bean

Membership (s)

Committee Member NUI Maynooth Partnership Committee

Member of the NUI Maynooth Human Resources and Staff Development Sub-Committee

Committee member, Irish National and University Libraries (INULS)

Awards

Highly commended in the Library Association of Ireland (LAI)/Colloquim of National and University Libraries (CONUL) 2010 Information Literacy Award

Roisin Berry

Membership (s)

Registered member of the Society of Archivists

Member of the Irish Society for Archives

Marie Cullen

Membership (s)

Member Library Association of Ireland (LAI)

Committee member of the Academic and Special Libraries Section of the LAI.

Member of the LAI Taskforce on Employment Support (TOES)

Susan Durack

Secretary, NUI Maynooth History Forum

Helen Fallon

Membership (s)

Committee member Academic and National Library Training Co-operative (ANLTC)

Member, Library Association of Ireland (LAI)

Member, All Ireland Society for Higher Education (AISHE)

Member, Education Developers Ireland Network (EDIN)

Publications

Fallon, Helen (2010) *And So It Is Written: Supporting Librarians on the Path to Publication*. Journal of Library Innovation, 1 (1). pp. 35-41

Fallon, Helen (2010) *Supporting Health Sciences Librarians to Publish: The Dublin EAHIL Academic Writing Workshop*. Journal of the European Association for Health Information and Libraries, 6 (1). pp. 3-7

Presentations

Writing for Academic Publication one-day seminar for librarians, 3 February 2010, NUI Maynooth

Bernadette Gardiner

Membership (s)

Member, ExLibris Products User Group UK & Ireland – Inter Library Loans (EPUG – UK-ILL)

Member, Forum for Interlending and Information Delivery (FIL)

Rachel Hynes

Memberships

Committee Member, LIR HEAnet Information Technology Group

Presentations

Cathal McCauley and Rachel Hynes

Participative planning: developing a shared response to challenging times, Irish Universities and Information Systems Colloquium (IUISC), 10-12 March, Carton House, Maynooth, Co. Kildare

Awards

Rachel Hynes and Mairead McQuaid

Double Impact: Design and delivery of an accredited undergraduate module in information literacy across two campuses

Highly commended in the Library Association of Ireland (LAI)/Colloquim of National and University Libraries (CONUL) 2010 Award

Cathal McCauley

Membership (s)

Member of Consortium of National and University Libraries (CONUL)

Member of Society of College, National University Libraries (SCONUL)

Member of Library Association of Ireland (LAI)

Chair of Irish Universities Association Librarians' Group (IUALG)

Member of Irish Universities Information Services Colloquium (IUISC)

External lecturer with the School of Information and Library Studies (SILS) University College Dublin

Presentations

Cathal McCauley and Rachel Hynes

Participative planning: developing a shared response to challenging times, Irish Universities and Information Systems Colloquium (IUISC), 10-12 March, Carton House, Maynooth, Co. Kildare

The Road ahead: Bumpy or Impassable?, Irish National and University Library Staff (INULS) Conference, 24 – 25 June, UCD, Dublin 4

Elizabeth Murphy

Membership (s)

Member, Library Association of Ireland (LAI)

Member, Chartered Institute of Library and Information Professionals (CILIP)

Linda Noonan

Membership (s)

Member of Library Association of Ireland (LAI)

Member of Ex Libris Products User Group UK & Ireland (EPUG – UKI)

Member of SFX and MetaLib User Group UK & Ireland (SMUG - UKI)

Member of International Group of Ex Libris Users (IGeLU)

Member of IGeLU ALEPH Product Working Group (IGeLU-ALEPH-PWG)

Member of IGeLU ARC User Group (IGeLU-ARC)

Member of the NUI Maynooth Campus Card Working Group

Valerie Payne

Membership (s)

Member, Library Association of Ireland (LAI)

Member, Chartered Institute of Library and Information Professionals (CILIP)

Committee Member, Acquisitions Group of Ireland (AGI)

Committee Member, Irish Research electronic Group (IReL)

Committee Member, IUA Librarians e-Information Monitoring Group

Suzanne Redmond Maloco

Membership (s)

IUA Institutional Repository Working Group IReL Open

ePrints Technical Support Group (UK)

ePrints Community (UK) – founder member

Ex Libris Products User Group UK & Ireland (EPUG UKI)

SFX and MetaLib User Group (SMUG)

International Group of Ex Libris Users (IGeLU)

Presentations

Promoting NUI Maynooth's Institutional Repository, paper presented at

The times they are a'changin!: scholarly communication in the 21st century seminar,
Dublin Institute of Technology, 4th December 2009

Driving NUIM Research: Research Profile Directory, poster presentation at Irish
Universities and Information Systems Colloquium (IUISC), 10-12 March, 2010,
Carton House, Maynooth, Co.Kildare.

Regina Richardson

Membership (s)

Member, Library Association of Ireland (LAI)

Member, Chester Beatty Library

Member, Folio Society

Member, The International Association of Music Libraries, Archives and
Documentation Centres (IAML) UK & Ireland Branch.

Member, Advisory Council on Latin American and Iberian Information
Resources (ACLAIR)

Instituto Cervantes (Dublin)

Penny Woods

Membership (s)

Committee member of the Rare Books Group, Library Association of Ireland.

Committee member of the Maynooth Medieval and Renaissance Forum

Publications

'From the Russell Library: Daniel O'Connell in Maynooth' in *Síolta* 2010 (Maynooth, May 2010), p. 32

Public presentations

Exhibition: 'How we arrived at the future: experiments, inventions and discoveries of the past'. Russell Library. January -March 2010

Exhibition: 'John Henry Newman and Dr Russell of Maynooth'. Russell Library. September 2010

Appendix II: Staff community activities

Elaine Bean

Musical Director of St. Mary's Brass and Reed Junior Band, Maynooth
Assistant Conductor of St. Mary's Brass and Reed Senior Band, Maynooth
Treasurer, St. Mary's Brass and Reed Band, Maynooth
Class Co-ordinator, St. Mary's Brass and Reed Band, Maynooth
Secretary, Lyreen Residents' Association, Maynooth
Neighbourhood Watch Co-ordinator, Lyreen Residents' Association
Volunteer with Maynooth Tidy Towns

Marie Cullen

Member of the Communications Group, Parish of Our Lady's Nativity, Leixlip

Susan Durack

Secretary, NUI Maynooth History Forum
Founder member and Secretary, Castle Keep Art Group Maynooth
Member Maynooth Town Local History Group
Member of Editorial Board *Maynooth Newsletter*

Cathal McCauley

Scout Leader, 16th Kildare (Kilcock) Scout Group, Scouting Ireland

Olive Morrin

Secretary of the Teresa Brayton Heritage Group
Committee Member of Cappagh Camogie Club

Valerie Payne

Treasurer of the Kilcock and Districts Community Council
Committee member of the Bawnogue Community Centre Committee, Kilcock

Regina Richardson

Volunteer with Maynooth Post Primary School Library

Appendix III. Statistics

	2009/10	2008/09	2007/08	2006/07	2005/06
Services					
Registered borrowers	9,518	9,045	8,095	7,684	7,130
Items borrowed	132,820	130,901	138,883	124,719	130,137
Items requested on inter-library loan	789	860	746	943	1,100
Items lent to other libraries	169	224	180	166	188
Enquiries	30,955	28,111	*	17,432	21,149
Student orientation and training	4,755	3,258	3,194	3,607	2,330
Articles downloaded	312,276	279,417	250,000	197,313	136,122
Readers & visitors to the Russell	872	1,865****	948	1,266	1,226
Copies made	1,147,564	1,261,251	1,415,033	1,687,757	1,891,188
Items reshelved	215,148	220,817	248,720	265,780	295,822
Study places					
John Paul II Library	680	680	680	680	680
Workstations, John Paul II Library	88	88	88**	4	64
Russell Library	28	28	28	28	28
Arts Building	128	128	128	128	128
Collection					
Books purchased	5,993	5,322	5,091	5,019	4,265
Books received on legal deposit	1,309	1,173	1,338	1,375	1,312
Donations	1,622	1,201	11,885	657	14,600
Print periodicals purchased	575	539	565	572	602
Online periodicals	43,714	42,090***	23,159	21,614	16,000
Copyright periodicals	480	843	651	634	758
Donations, exchange periodicals	131	175	145	160	177
Volumes catalogued	6,452	7,384	7,754	6,076	7,295
Total stock	459,194	451,376	446,304	445,000	455,000
Income					
Grant	906,800	898,200	€1,112,100	€937,500	€907,200
Other income	189,686	263,515	227,496	€265,398	€274,280
Total:	1,096,486	1,161,715	1,339,596	€1,202,898	€1,181,480
Expenditure					
Books	269,555	304,145	€274,255	€243,332	€249,062
Print periodicals	201,155	125,407	€138,971	€189,066	€266,319
Electronic information	384,178	389,547	€359,814	€362,297	€296,176
Salaries	1,941,985	1,826,120	€1,696,464	€1,896,699	€1,832,486
Operating costs	269,736	424,850	€566,556	€408,203	€369,923
Total:	3,066,609	3,070,069	€3,036,060	€3,099,597	€3,013,966

* Due to introduction of new service model statistics for 2007/08 were gathered informally

2006/07 figure incorrect. * Previous figures incorrect due to indexing system fault. **** RL hosted Kerouac Scroll