The legacy of the 20th century is one of massive growth in print materials, and the challenge there for our time is not simply the provision and storage of print, but its efficient management within a system of storage and open-shelf locations. We make reference to some of the requirements of managing our growing Store. With all of our storage locations now effectively full, we have this year begun work on a proposal for a new remote Library Store – unglamorous but essential to the smooth running of our user services.

In the current century, one of the most significant challenges facing research libraries is to be able to manage the research output generated by our academic staff and researchers. The requirement for free accessibility by taxpayers to the work they have funded is now increasingly mandated by research funders, and this has created a new business growth area for libraries – ensuring compliance, managing repositories of open content, and liaising with both academic authors and publishers. Some of the output is ‘underpinning’ data, and its efficient use and reuse is now also under the funders’ spotlight. Our support for ‘open scholarship’, including peer-reviewed publications and also research data, is growing rapidly.

Meanwhile, we must always remain alert to the needs of our student users for a comfortable environment, long opening hours, and access to the books they need from the shared pool we provide as efficiently as possible. We are constantly looking at ways to make the Library stock work more efficiently, given the constraints on space and budget. This year we have introduced a new feature to our online reading list system, to provide access from it direct to readings in digital form where possible. We have also refreshed our inter-library loan system – a mainstay academic library service for many decades – now more heavily used here in St Andrews than ever, and completely free.

The dimensions of the University Library encompass multiple formats, curation regimes, user requirements and intellectual property characteristics. For my colleagues and myself, managing them all while presenting a friendly face to our users is hugely rewarding.

**Highlights of the year**

**Martyns Kirk Research Library**

The Martyns Kirk Research Library opened officially on September 30, 2013. The beautifully renovated building consists of two reading rooms, a Postgraduate Research Reading Room (occupying the former church) and a Special Collections Reading Room (in the church hall). The Research Reading Room has 40 study spaces and is open to all PhD students, as well as members of academic and academic-related staff. The smaller Special Collections Reading Room opened at the beginning of December and soon recorded a significant increase in use over its previous location on the North Haugh. The rear of the building is occupied by a Seminar Room for Library staff to use as a teaching space.

Among the first official visitors to the impressive new space were 600th Anniversary Honorary Graduands Hillary Clinton, Tim Berners Lee and the Right Revd Dr Rowan Williams, and later in the year receptions were held for former worshippers at the church, members of the University, and Friends of the Library.

**Carnegie Grant Award**

With the assistance of the Principal, the Library secured a major grant of £31,483 from the National Manuscripts Cataloguing Fund for the project Taming the Leviathan: Cataloguing Archives Relating to Whaling, Seal-hunting and the Marine Environment. Project archivist Fiona Menzies started work in June 2014, and quickly established links with people around the world interested in our archives of whaling and maritime activity.

**Dr Norman Reid’s move from Special Collections Division to ISHR**

Dr Norman Reid stepped down from his post as Assistant Director and Head of Special Collections in July 2014, to take up a Senior Research Fellowship in the Institute of Scottish Historical Research. He will be much missed by us all and we wish him well in this new venture.
World War I: Commemorating the Centenary

Student intern Caralina Wonnacott worked hard to produce a World War I Centenary Library Guide (http://libguides.st-andrews.ac.uk/WWICentenary), which showcases many of the World War I materials held by the Library. These range from World War I Official Press Photographs in the Hay Fleming Collection, to 35 boxes of First World War propaganda pamphlets, an impressive assortment of British and foreign World War I postcards, bookmarks, calendars and transparencies, and video clips about the war from Box of Broadcasts.

Making the Cut, 24 June - 4 August 2013

The first ever exhibition of the work of celebrated golf photographer Lawrence Levy was held in the Main Library in summer 2013 as part of the University’s 600th Anniversary celebrations. Levy documented the Majors, European/PGA Tour and the Ryder Cup tournaments throughout the 1980s and early 1990s, and the exhibition included previously unseen photographs alongside some of the most recognisable images in golfing History, among them the iconic shot of Seve Ballesteros after sinking a 15 foot putt to win the 1984 Open at St Andrews.

Exhibitions

Special Acquisitions

Books
• 1st and 2nd Folios of Ben Jonson’s works.
• 1589 Luther Bible with hand-coloured woodcuts throughout.
• Collection of 24 photo books by Martin Parr from the personal collection of photographer Peter Fraser.
• Access to over 28,000 e-books from publishers Elsevier, DUP, Palgrave, Sage and Wiley, acquired through our membership of SHEDL (the Scottish Higher Education Digital Library collaborative purchasing consortium).

Gifts
We were fortunate to receive some very distinctive gifts which will enhance our research collections. These include Art History books from the collection of Professor John Steer; Spanish literature books from the collection of Professor Nigel Dennis; and Intellectual History books from the collection of Dr István Hont. Each gifted book collection was accompanied by a significant archive of personal papers which will be held by our Special Collections Division.

Electronic Resources
• 30 Russian-language DVDs with content ranging from 1930s musicals to 1990s TV series.
• Chatham House Archive: almost 100 years of research, publications, speeches and archives of the world-leading Royal Institute of International Affairs, Chatham House, London.
• Electronic Enlightenment: an online collection of correspondence from the early modern world, which offers a unique and revealing glimpse into the lives, letters and minds of the time.
• The Making of the Modern World Part 1: The Goldsmiths’-Kress Collection, 1450 - 1850: the most comprehensive collection in existence for the study of early economic, political, business and social history.
• Selection of newspapers including: Caribbean Newspapers Series 1: 1778 - 1876; The Irish Times (1859 - 2012) and The Weekly Irish Times (1876 - 1958); Japan Chronicle Online; Los Angeles Times (1881 - 1990); and the North China Herald (1842 - 1943).
Footfall and pressures on space

The completed refurbishment of the Main Library has allowed for greater diversification of study space and increased the provision by a third; it also improved self-service and security technologies, both of which have helped to facilitate a 28% increase in semester opening hours since 2011 (47% during vacation). However, footfall continues to rise. It rose by more than 50% since 2011 with an average of 6,500 visitors to the building a day during semester and 2013-14 saw a further increase in footfall, with over 1,100,000 people entering the Main Library – a rise of 6% on last year. The Main Library now finds itself full far earlier in the semester than pre-redevelopment and experiences daily challenges related to pressure on facilities, lack of power points, and continued problems with building temperatures. It is clear from student feedback to Library staff that there is continued demand for investment in the Main Library’s facilities as students appreciate the proximity of diverse types of study spaces to print collections, technology, catering and staff support, all of which are available during extensive opening hours.

Stock Moves

To make space for newly purchased material, we transferred low use items such as Government Publications to Store, where they remain available to users via the Store Recall Service. With around half of the Library’s borrowable stock now located in Store, there has been a significant year on year increase in the number of recall requests, and we recognise the need to prioritise the Recall Service and monitor it carefully. As the teaching and research needs of our users change it will be important to evaluate decisions regarding this stock and to maintain the effectiveness of the Store Recall process.

The Short Loan Collection was also re-assessed, with around 14,000 items removed and the space re-populated with a revised selection of books identified by academic colleagues.

No card no entry policy

A “No Card No Entry” policy was introduced, which requires users to scan their ID cards to enter and exit the Library. Retro-inspired artwork was created to communicate this change, and we used a similar retro-art theme in the Library’s new stairwell posters. These remind users not to drink alcohol in the Library, to switch off the vibrate function on their phones, and to text us if they are “Annoyed by Noise.”
Library Statistics

Liaison team:

- Total number of views for subject guides: 132,327
- Busiest months:
  - October: 21,479
  - November: 15,423
  - February: 14,345

Top 10 most used Subject Guides:

1. English Short-Title Catalogue
2. English Short-Title Catalogue
3. English Short-Title Catalogue
4. English Short-Title Catalogue
5. English Short-Title Catalogue
6. English Short-Title Catalogue
7. English Short-Title Catalogue
8. English Short-Title Catalogue
9. English Short-Title Catalogue
10. English Short-Title Catalogue

Top 10 most used Reading Lists:

1. English Short-Title Catalogue
2. English Short-Title Catalogue
3. English Short-Title Catalogue
4. English Short-Title Catalogue
5. English Short-Title Catalogue
6. English Short-Title Catalogue
7. English Short-Title Catalogue
8. English Short-Title Catalogue
9. English Short-Title Catalogue
10. English Short-Title Catalogue

Teaching:

- Teaching hours: 242.75 hrs
- Person hours: 9,034.50 hrs

MoreBooks:

- 1,110 books ordered through morebooks@st-andrews.ac.uk
- A total of 3,720 students attended

User Services:

- Main Library's footfall: 1,100,000
- 6% rise on last year
- Enquiries: 40,000
- 90% face-to-face
- Circulation: 350,000
- print items
- circulating during the year
- >500,000 books re-shelved within four hours of being returned

Open Access and Research Support:

- Institutional repository
- Research @ St Andrews
- Full text
- >4,000 items
- 148 theses and 974 publications
- (More than doubling our Green OA deposits)

- 405,216 page views
- 66,044 downloads

- 1,710 theses in repository
- 148 theses added this year

Theses:

- 1,794 St Andrews theses downloaded from eThOS
- Open Journal System: 14,000 full-text article requests per month

Special Collections Division:

- Classes taught by Special Collections staff
  - Teaching to PGs by Special Collections staff: 109
  - Teaching to UGs by Special Collections staff: 28.5

- Classes taught using Special Collections material
  - Teaching to PGs by academic staff: 91.5
  - Teaching to UGs by academic staff: 20.5

- Skills training:
  - Staff contact hours: 124 hours
  - Student contact hours: 192 hours
  - of which one to one training accounts for 100 hours

Collections:

- 884 titles as UK Research Reserve Gold
- 12,746 store recalls, increase of 44% on previous year
- 6,466 ILL requests, success rate of 80.9%
- >3,000 gifts received
  - Over 1/3 taken into stock.
  - 2/3 sold for £4,854

Acquisitions:

- 50,003 journals renewed and maintained
- 48 new serial subscriptions
- 9,564 print books
- 785 single ebooks
- 571 DVDs

Including:

- 1,106 monographs and DVDs from the Research Enhancement Fund
- 68 new serials and electronic resources from the Research Enhancement Fund
Learning and Teaching

The Library’s mission to support the University in its learning and teaching objectives has again been central to its activities.

Liaising with Library users
The Academic Liaison team has continued to grow and we have welcomed Sharon Nangle, Academic Liaison Librarian, this year. This allows services, facilities and collections to be efficiently tailored to teaching and learning needs. The Library Users’ Group for University staff has recently been restructured and the Student Library User Group has again provided a useful forum for the discussion and resolution of student issues throughout the year.

In addition to these two groups, the Library Strategy Advisory Group (LSAG) continues to provide invaluable guidance to the Library. The only user group with both academic and student representation, LSAG exists to provide a forum for discussion of and assistance with decision-making in University-wide Library strategic and policy matters.

Learning and Teaching Committee
A Senior Academic Liaison Librarian now represents the Library on the University’s Learning and Teaching Committee. This is a helpful development, and enables us to stay more closely in touch with what students require of the Library.

Online Reading Lists
Our Online Reading List service was well-used again this year. One of our International Relations reading lists was, for a while, the most-accessed list in the UK. Building on the success of the service, we have now purchased an additional module for the system which allows us to make digitised readings from books directly available to students via online reading lists.

Books Sourced from Around the World
Items in many different languages were ordered from around the world this year. We were asked to buy books in Belarusian, Lithuanian, Bulgarian, Montenegrin, Polish, Ukrainian, Indonesian, Kazakh, Russian, Arabic, Norwegian, Icelandic, Breton, Hungarian, Slovakian, Uruguayan, Czech, Turkish and Vietnamese – amongst other languages!

With some detective work, we also managed to contact various film directors whose work had been requested for stock. These varied from local Scottish directors to some of the most significant documentary makers in the world, sometimes while they were on location. One was even tracked down in a remote part of Manipur.

New Inter-Library Loan System
Our new Millennium ILL system was implemented in December 2012 and has been welcomed by users. Largely automated, the new free facility removes the need to print forms or acquire supervisor authorisation. There has been a significant rise in the number of Inter-Library Loan requests since its introduction.

Data Security
The Library passed a comprehensive data security audit this year, organised by the University’s IT Services. The security of users’ data has been improved by the introduction of secure password access to library records.

LibAnswers & ‘You Said We Did’
This year we began scanning our user feedback cards (available on all levels of the Library and at all its branches) into our LibAnswers system. The scanned card is embedded within an answer (which can be searched and viewed publicly), then Tweeted. This allows users to see what others have written and how the Library has responded. Comments cover a wide range of topics, from shortage of study spaces, to requests for staplers, and complaints about there being a lack of “cute boys” in the Library!

This last comment card was picked up by the national media (The Herald, May 4, 2014: www.heraldscotland.com/comment/ ken-smiths-diary/thats-the-spirit.3415890) and has resulted in the question and its considered response being viewed over 2,400 times. The full response can be read on LibAnswers: http://libanswers.st-andrews.ac.uk/a.php?qid=727161

Library Blog
The output from the Library’s various blogs was consolidated into a single ‘Library Blog’ (www.st-andrews.ac.uk/library/blog) accessed from the Library homepage. This allows all our blogs to have the same visibility and communicates the variety and scope of activities in which Library staff are involved. Each post is also publicized on Twitter: http://twitter.com/StAndrewsUnLib

Student Surveys
The Library’s rankings in two major student experience surveys have risen. In the National Student Survey the Library has risen by 24 points over the past two years to a satisfaction rating of 76%, and in the 2013 Kiad survey the Library’s staff were accorded a 97% satisfaction rating from students. Staff work hard to deliver a wide range of services, and ensuring that we retain our reputation for being friendly and welcoming is always a priority. Whilst these are indeed pleasing results, it should be noted that despite the increase of 24% in the NSS Library score, St Andrews continues to achieve one of the lowest scores in the UK with most comparator institutions achieving scores well above 85%. In addition, the Kiad survey of 2013 showed a 5% dip in student satisfaction with physical library facilities (compared to a 15% increase in 2012, just after the completion of the redevelopment project), suggesting the need for continuous development of Library facilities.

The results of the Student Library Survey organised by the St Andrews Student Association, were also posted on the Library Blog.
Research

Open Access
We launched the University’s Open Access Policy Statement (www.st-andrews.ac.uk/library/services/researchsupport/openaccess/openaccesspolicy) in October 2013, and responded to HEFCE’s announcement in March 2014 of its Policy for Open Access in the Post-2014 Research Excellence Framework. The key element of this game-changing policy is that it is be eligible for the next REF, final peer-reviewed manuscripts must be deposited in an institutional or subject repository upon acceptance for publication. As a result we have been engaged in intensive planning exercises to prepare authors for the start of the compliance period in April 2016.

We continued to administer the RCUK Block Grant (£203K for 2013-14), and prepared its first RCUK compliance report. The whole allocation was spent up, and the University achieved an impressive compliance percentage of more than 70%.

In June 2014 the Library became a partner in the Jisc-funded LOCKSS Project (Lessons in Open Access Compliance for Higher Education), joining the Universities of Edinburgh and Heriot-Watt in a collaborative effort which will provide case studies and evidence of best practice relating to Open Access workflows and financial management.

The 300th item a paper by Dr Akira O’Connor was added to the institutional repository Research@StAndrews FullText (http://research-repository.st-andrews.ac.uk) in August 2013.

Open Journal Service
Syria Studies became the 8th journal to be launched on the Library’s Open Journal Service (OJS) platform in January, 2014.

REF Support
REF 2014 was a top priority from August to December 2013, with staffing resource diverted from Open Access activity to help out with the intensive work involved in bibliographic checking and the verification of publications. All deadlines were successfully met.

Digital Humanities
Mark-up work continued on the Biographical Register Database Project (https://arts.st-andrews.ac.uk/digitalhumanities/node/TM) and we provided support for two projects underway in the School of English. A website was set up for the Loch Computer Network (http://lochcomputer.weebly.com) funded by the Royal Society of Edinburgh, and good progress was made with the digitisation of out-of-copyright books for a new Onlokycling Photoprospecting portal for a PhD student with research specialism in this area. In April we were also fortunate to be awarded a Research Skills Innovation Grant by the University, which will fund a series of expert-led workshops for research postgraduates and staff on using Digital Humanities tools such as text encoding, data visualisation and digital mapping.

Research Libraries UK Members Meeting
The Library was invited to join the prestigious Research Libraries UK group in 2011 and on November 14-15, 2013, we hosted the Members’ Meeting. Consisting of the top research institutions in the UK and Ireland, RLUK is a major thought leader in the UK library sector, and works with its partners nationally and internationally to ensure that the UK has the best research support in the world. The Directors and Deputy Directors of almost 30 national and academic libraries from throughout the UK were welcomed to St Andrews at the November event.

University Librarian John MacColl was elected Vice-Chair of RLUK in March 2014 and will become Chair of the group for two years in March 2015.

Research Enhancement Fund
We worked with Schools to identify £167,576.70 of new resources to be purchased from the Library’s Research Enhancement Fund. This money, provided by the University to fill gaps in and extend our set of Open Access bookmarks. The Open Access bookmarks contain images from work deposited in the institutional repository Research@StAndrews FullText (http://research-repository.st-andrews.ac.uk) and are used when we visit academic Schools to promote our services.

Golf collection
Our new golf catalogue, Trevor Ledger, continues work on the Levy Golf Collection, and has been very successful in attracting press coverage during both the Ryder Cup and the Dunhill Championship this year.

Visiting Scholars Programme
To celebrate the opening of the Martyn Kirk Research Library, a new Visiting Scholars Programme (http://www.st-andrews.ac.uk/library/specialcollections/researchenquiries/visitingscholars) was instigated this year, with the Library supporting the initiative led by Professor Andrew Pettigrew of the School of History. The programme intends to award scholarships to cover the cost of a period of work within our Special Collections Division. Six scholars were selected for summer residencies in 2014. Research topics ranged from early modern literary physics, to provision for the poor in early modern Scotland, the works of Gavin Douglas, the manuscript annotations of Scottish humanist Archibald Whitelaw, sisters Simon Dalrymple and the influence of Andrew Lang on JRR Tolkien. Short reports about each scholar’s research can be found on the ‘Special Collections’ Echoes from the Vault blog (http://standrewsarebooks.wordpress.com).

Friends of the Library
• Meaghan Delahunt (University of Stirling), in conversation with Cate Newton about her novel To the Island. September 18, 2013.
• Alistair Moffat (Rectory, University of St Andrews), Scottish Book Festivals. November 20, 2013.
• Dr Kristian Jensen (British Library), Wiltshire and Cultural Restoration. April 30, 2014.

King James Library Lectures
• Dr David Allan (University of St Andrews), The Advantages of Literature: the Subscription Library in Georgian Britain. November 14, 2013.
• Professor John Sutherland (University College London), Libraries and Nineteenth-century Learning. November 15, 2013.
• John P. Wilkin (Dean of Libraries and University Librarian at the University of Illinois at Urbana-Champaign), The Meaning of the Library. Today. November 15, 2014.

Professor Geoffrey Boulton
General Secretary of the Royal Society of Edinburgh

Professor Stuart Shieber
Professor of Computer Science and Faculty Director of the Office for Scholarly Communication, Harvard University


Memory Box Network
We were pleased to be involved this year with the Memory Box Network (http://memoryboxnetwork.org), a Dundee-based charitable organisation dedicated to using historic photographic collections online as a means of administering reminiscence therapy for individuals and families struggling with dementia. The Library is now engaged as an official partner in this worthwhile project.

Unique and Distinctive
Poems Aloud!
4th Year Art History & English student Beth Robertson was the winner of the Library’s Poems Aloud poetry recitation competition held on March 7, 2014 as part of the StAnza Poetry Festival. Beth triumphed over thirteen other finalists to win the £75 prize with her recitation of ‘Ardame’ by Scottish poet Eunice Buchanan. The judges were American language poet Ron Silliman, writer and broadcaster Billy Kay, and Library staff member and creative writer Vicky MacKenzie.

Images from the collections
This year we created a distinctive new set of Special Collections bookmarks using images and photographs from our archive, and extended our set of Open Access bookmarks. The Open Access bookmarks contain images from work deposited in the institutional repository Research@StAndrews FullText (http://research-repository.st-andrews.ac.uk) and are used when we visit academic Schools to promote our services.

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Janet Aucock and Jackie Proven, Visibility Beyond the Repository. Presentation at AGM of the SDLC (Scottish Digital Library Consortium), University of Edinburgh, November 20, 2013.


Marc Boulay, Modern Collections Management Strategies and Tools Employed for St Andrews’ Photographic Collection. Presentation to Scottish Universities Special Collections and Archives Group (SUSCAG), March, 2014.

Rachel Hart, Scottish Palaeography and Diplomatic. Talk to Study Schools of the Centre for Archives and Information Studies, University of Dundee, September 6, 2013 and January 24, 2014.


Rachel Hart, The Archivist as Teacher. Presentation to a meeting of the Archives for Learning and Education Section of the Archives and Records Association, Gloucester, May 30, 2014.


Staff external presentations

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