

NoWAL Annual Review 2018



NoWAL



North West Academic Libraries

Chair's Reflection on 2018

I know many staff across the region have benefitted from NoWAL over the last year, taking part in our training events, contributing to our special interest groups and sharing good practice across institutions. A new development this year was a series of expert sessions over a range of areas including copyright, systematic reviews and bibliotherapy. These have proved successful and we will continue to include these activities in our Training & Development programme.

NoWAL's relationship as a subgroup of SCONUL is now firmly established through a memorandum of understanding. The NoWAL Board met with Ruth Stubbings, SCONUL's Deputy Director to discuss our future relationship including a greater strategic involvement for subgroups. 2018 also saw the start of discussions with the Northern Collaboration to explore the relationship between these two groups which will continue in 2019.

The current NoWAL Plan covers the period 2016-2019 and has underpinned our activities and developments during this period. As this plan is coming to its end we will have the opportunity to review progress made and to identify NoWAL's priorities for the next period.

I would like to thank all those who have contributed to the success of NoWAL in 2018, especially Sandra Bracegirdle who chaired the group for the first half of 2018 and members of the NoWAL Operations Group (Julia Martin, Julie Hitchen, Heather Thrift, Ruth Jenkins and David Clay) and Nicky Freeman (NoWAL Operations Officer).

Best wishes,
Susan Murray
Chair, NoWAL

What is NoWAL?

NoWAL is a network of academic libraries in the North West of England, with an outstanding reputation for knowledge exchange, staff development and training; benefitting our members by providing access to specialist skills and shared services across the HE sector.

NoWAL serves all the UK Universities and Colleges of Higher Education libraries in Cheshire, Cumbria, Greater Manchester, Lancashire and Merseyside. The consortium's mission is to inspire excellence in the learning and research services of member libraries; to drive the North West academic library agenda and be a regional voice for SCONUL; to celebrate success through collaboration, innovation, influence and partnership.

Progress on the NoWAL Plan

NoWAL's 3-year plan has continued to develop over 2018, with progress being made across all themes:

Theme 1

Knowledge Exchange & Sharing

*Theme Owner:
Sandra Bracegirdle*

NoWAL Fact:

NoWAL spend in
2017-18 was
£5,843,908.31 on
books &
£6,844,791.07 on
serials

- NoWAL was invited to participate in and contribute to the SCONUL Workforce Planning project. Ruth Stubbings, Deputy Director of SCONUL, attended a NoWAL Board meeting to discuss increased strategic interaction between NoWAL and SCONUL
- The Annual Review and Summary of Activity documents were produced, reflecting all activities of the consortium since 2016
- The Senior Staff Group met regularly in 2018 and has been feeding into NoWAL governance and operations
- The newly created NoWAL website has been used successfully to highlight activities and to celebrate collaborative successes.
- The NoWAL Procurement Group (NPG) continued to support the consortium by monitoring and contributing to the serials and monographs agreements.
- Regina O'Brien (Chair & Monographs Co-ordinator) and Colette Capewell (Serials Co-ordinator) left the Procurement Group. Elizabeth Gillespie became the Chair and Serials Co-ordinator, Fiona McClean became the Monographs Co-ordinator.
- The NPG arranged 2 events: an exchange of experience exploring document delivery and digitisation, Salford in January, aimed at 25 Library / Information Assistants; and a full-day shared experience event on Collection Development Priorities in October at Liverpool, aimed at managers and supervisors.

Theme 2

Service & Workforce Development & Planning

*Theme Owner:
Susan Murray*

NoWAL Fact:
The NoWAL Twitter
account has
attracted 550
followers, up more
than 200 since 2016

- In February, Alison Baud from Bath Spa University, facilitated a meeting on succession planning, attended by members of the NoWAL Board and Senior Staff Group.
- Alison presented an overview of the SCONUL Leading Libraries initiatives, the underpinning research and the key findings.
- Alison also facilitated small group discussions looking at how effective succession planning can be developed within academic libraries and specifically what NoWAL can do to support the leadership journey of its staff.
- In February the Research Support Report was presented at the Board meeting, detailing the results of the survey circulated at the end of 2017. There were several recommendations which the Board approved, particularly in relation to planning future events and setting up communities of practice.
- Lucinda May (University of Manchester) and Judith Carr (University of Liverpool) became Chair and Vice Chair respectively of the Research Group following the resignation of Mary Pickstone who had lead the group for several years.
- Ruth Stubbings, Deputy Director of SCONUL, attended a Board meeting in October to ascertain the directors' views on its work with regional consortia; the potential of a name change for SCONUL; the future of SCONUL Focus; development of the SCONUL strategy.

Theme 3

Training & Development

Theme Owner:
Heather Thrift

NoWAL Fact:
We ran 21 events,
attracting 420 staff
in total, an average
of 20 people per
event

- A number of Community of Practice Groups have been created, largely arising from successful T&D events:
 - *Academic Skills*: Chaired by Craig Morley from the University of Chester
 - *Buildings & Space Management*: the first meeting was hosted by Jackie Pearce at the Liverpool School of Tropical Medicine
 - *Copyright*: Chaired by Neil Sprunt from the University of Manchester
 - *Technology*: a the first meeting was hosted by Emily Shields at Manchester Metropolitan University
 - Staff have continued to share knowledge and expertise via the comprehensive Training & Development programme and visits.
 - As one of the continued benefits of NoWAL membership, the Board is committed to using Training & Development funds to pay for expert training for its members. NoWAL hosted the following training events:
 - *January - Bibliotherapy* run by Julie Walker (Words for Wellbeing)
 - *March - Copyright* run by Jane Secker and Chris Morrison (UK Copyright Literacy)
 - *May - Systematic Reviews* run by Michelle Maden
 - *November - Strategic Marketing* run by Ned Potter
- Surveys have been sent to all attendees six months after the event to understand the impact of the training and evaluate the benefits.



Photograph by Bill Ayres, University of Salford, showing University of Manchester's Off-Site Research Reserve



Activities of Special Interest and Functional Groups

Senior Staff Group



- The group continued to develop its style and functions, becoming a more cohesive unit.
- Two meetings took place at the University of Cumbria and Liverpool John Moores University.
- A survey run in September 2018 gathered information from the group on governance functions and processes and gauged opinions on its future direction.
- The results were shared with the group in the October meeting and a full report written to be disseminated to the Board.

Research Group



- Lucy May and Judith Carr convened a meeting of members of the group and agreed a set of priorities going forward. NoWAL would like to thank Mary Pickstone for her work with the group over the previous few years and wish her well in her continued recovery.
- A well-attended event was hosted at the University of Manchester in November looking at Open Access and the REF.
- A report outlining the main findings of the Research Support survey from 2017 was tabled at the NoWAL Board in February 2018, and recommendations for future NoWAL support were accepted by the Board.
- The Research Support and RDM discussion lists continue to be well used and provide a forum for the sharing of experience, problem solving and dissemination of events.

Academic Librarians Group



- Sheila Murphy & Olwen Pennington took over as co-chairs of the group. NoWAL would like to thank previous chairs Julie Hitchen & Julie Brand.
- The Group met twice in 2018: in May at the University of Central Lancashire and in December at Edge Hill University.
- The Group also convened an event on Academic Engagement in May, attended by a large group of academic support & liaison librarians.

Celebrating NoWAL Successes



University of Bolton

The Annual Library Survey returned positive results with improvements in satisfaction in nearly all areas. The Customer Service Excellence Survey returned positive results with improvements in satisfaction in all areas - it pays particular attention to the key indicators of customer satisfaction: delivery, timeliness, information, professionalism and staff attitude. LEAP Online (Learning Excellence Achievement Pathway Online Tutorial) also won the Digital Information Literacy Award at LILAC 2018.



University of Central Lancashire

2018 was the 190th anniversary of UCLan from its beginnings as the Harris Institute for the Diffusion of Knowledge in 1828. A special website was created to show the history of the university and stories from current and former staff and students. The University won the Guardian Award for Internationalisation for its work in supporting the American University of the Caribbean Medical School. The subject liaison team hit 2 milestones during the 2017-2018 - 10,000 student attendances at sessions and 1,000 hours of teaching delivered.



University of Chester

The University's Faculty of Health and Social Care moved to refurbished premises in Birkenhead over the summer with an official opening of Marriss House. The library space has been increased in the new location providing more flexibility around group and individual study spaces. The library also held a learning resources assistant away day, which included reviewing issues within the sector, building the library of the future using Lego, and looking at how to enhance a positive customer experience.



University of Cumbria

A new library resources management policy was approved by Academic Board with strong supporting comments from the Students' Union and academic leaders. Implementation of new reading lists, an allocation model and funding model has begun with good support from across the academic community.



Edge Hill University

The new Catalyst building opened on time, in budget. There is now a converged frontline helpdesk with both face to face and virtual appointments, enquiries and workshops on behalf of academic skills; accommodation; careers; disability; chaplaincy; counselling; finance/hardship; library; research; & volunteering. EHU also won the Blackboard Catalyst Award for Inclusive Education and the Catalyst Award for Training & Professional Development for the significant achievements that have been accomplished with their innovative use of Blackboard technology during 2018.



Lancaster University

Phase 2 of the refurbishment of the Library building was completed in early 2018. In all, phase 2 resulted in the creation of approximately 130 additional seats. The creation of an initial design brief for phase 3 (projected to be completed in 2021) has also started. The Ruskin Library has also been refurbished.



University of Liverpool

The University has launched a new centre and online resource for students to help develop and enhance their academic skills. KnowHow has been developed in response to feedback indicating that students wanted more easy-to-access learning support, academic skills development and workshops. Liverpool University's Council has also approved a new Heritage and Culture Strategy, the development of which was led by Libraries, Museums and Galleries.



Liverpool Hope University

In 2018, 10 years after Liverpool's Capital of Culture, the university hosted the Big Hope 2 Young Leaders Congress. Library staff provided one of the Learning Tracks on the topic of *Communication and Truth*. The library's Special Collections were highlighted in the process. A time capsule was created with participants contributing items that represented them and their hopes for the next 10 years. The Library has also been awarded Team of the Year at the University's Green Impact Awards.



Liverpool John Moores University

Planning permission has been granted for the Aldham Roberts Library Pavilion (extension) and the Student Life Building on Copperas Hill. Work started on the Pavilion at the end of 2018, as well as at Avril Roberts Library and will begin at Aldham Roberts Library in summer 2019. Avril Roberts Library is now open 24/7/365 and Aldham Roberts Library will follow after refurbishment.



Liverpool School of Tropical Medicine

Liverpool School of Tropical Medicine hosted a lunch and formal handover of Professor Gordon's archive (an academic from 1919-1958). The archive includes several humorous, tropical medicine inspired Christmas cards drawn by his wife Joy Gordon who he met and proposed to at LSTM. As a sign of gratitude LSTM took on the design, production and private publication of the book 'The lives of Tim & Joy Gordon, seen through the eyes of a malaria carrying mosquito', written and compiled by one of his sons.



University of Manchester

Staff at the Library have been recognised for their outstanding impact on student outcomes and the teaching profession by being named as National Teaching Fellows for creating the University's award-winning '[My Learning Essentials](#)'. The Library also undertook a major book move over the summer, when more than 21 kilometres of books were moved into a single, user-friendly sequence in the Main Library. The moves were completed ahead of schedule and feedback from students has been very positive.



Manchester Metropolitan University

Following a successful monitoring visit, the CSE assessor is recommending to the Panel that the university retains its four compliance+ awards, and is given another four compliance+. As part of the University's commitment to environmental sustainability and listening to the student voice, the Library at Manchester Met has introduced reusable tote bags for students and staff to purchase and use.



Royal Northern College of Music

The Library team won a Teaching Award to research and develop an information literacy package that can be incorporated across all years and courses. The project will run throughout the academic year 2018/19. The Collaborative Project 'Paris-Manchester: 1918' has been nominated for Best Event in the 2018 Manchester Culture Awards. It included an online exhibition incorporating archival materials and a research conference with presentations from both the Archivist and Deputy Librarian.



University of Salford

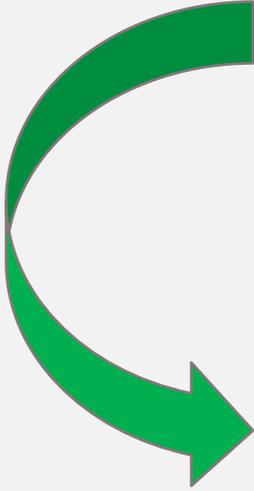
The £6.2 million Library Development Project completed at the beginning of 2018. Clifford Whitworth Library now has 250 more study spaces, 75 more PCs and 10 more study rooms. The look and feel of the library has been transformed providing comfortable furniture, improved lighting and plenty of great views over the newly developed campus. The Library Development Project Team was presented with the 'Outstanding Project / Innovation of the Year' award at the annual Vice Chancellor's Awards Ceremony.

NoWAL Fact:

NoWAL now has:

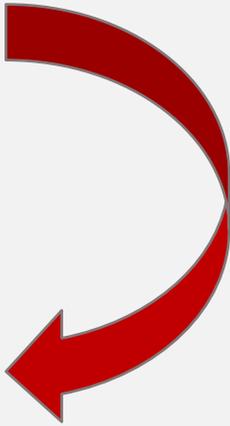
4 new Communities of Practice;
3 functional groups;
and 4 Special Interest Groups

NoWAL Staff Starters



- Sarah d'Ardenne was appointed as the new Head of Library Services at the Royal Northern College of Music.
- Alex Heyes joined the University of Salford as Head of Library Services.
- Regina O'Brien was appointed as the new Assistant Director: Operations and User Services at Lancaster University.
- Thomas Shaw was appointed Assistant Director: Digital Innovation and Research Services at Lancaster University.
- Emma Smith joined the University of Salford as Head of Learning and Research Support.
- Steve Winterson was appointed Head of Marketing and Customer Services at the University of Manchester Library.

NoWAL Staff Leavers



- Masud Khokhar left Lancaster University to take up the role of Director of Library & Archives at the University of York.
- Penny Hicks retired from the University of Manchester as Head of Marketing and Customer Services.
- Lynne Leader left her post as Head of Collections, Content and Digital Innovation after 33 years at the University of Salford.
- Jan Wilkinson retired from the University of Manchester at the end of August after 10 years' service as University Librarian.
- College Librarian at the Royal Northern College of Music, Anna Wright, retired after 17.5 years in post and 38 years in total at the College.

Everyone at NoWAL wishes them all the best for their future endeavours.

Looking Ahead to 2019

NoWAL Conference – June 2019

#NoWAL19 is entitled 'Exploring & supporting diversity in academic libraries' and will be held on Friday 28th June 2019, at the Foresight Centre of the University of Liverpool.



Photographs courtesy of the Foresight Centre

The NoWAL Conference will focus on issues of diversity and inclusivity in academic libraries. For our conference to be a success, we encourage papers from everyone, in particular people who identify with all protected characteristics: age; disability; sex; race; religion or belief; sexual orientation. The conference is aimed at everyone working in libraries, whether or not they have a specific equality and diversity role within their library.

Within the main title, there are 4 main themes:

- Accessibility
- Collaboration & Engagement
- Inclusive Workplace Culture
- Mental Health & Wellbeing

Further information on the conference can be found at: <https://www.nowal.ac.uk/nowal-conference-2019>

NoWAL Plan Beyond 2019

The current NoWAL Plan will run until June 2019, when the priorities for the next three years will be agreed at the Board and Annual General Meeting and developed into a new plan till 2021/2022.

NoWAL will continue to build on its mission and objectives:

- to inspire excellence in the learning and research services of member libraries;
- to drive the North West academic library agenda and be a regional voice for SCOUNL;
- to celebrate success through collaboration, innovation, influence and partnership.

It is hoped that members of NoWAL will play a part in the accomplishment of individual objectives and ultimately towards the achievement of the current and future NoWAL Plans.