THE LIBRARY

University of Salford MANCHESTER

Library Engagement Report
Quarter 3

School of the Built Environment
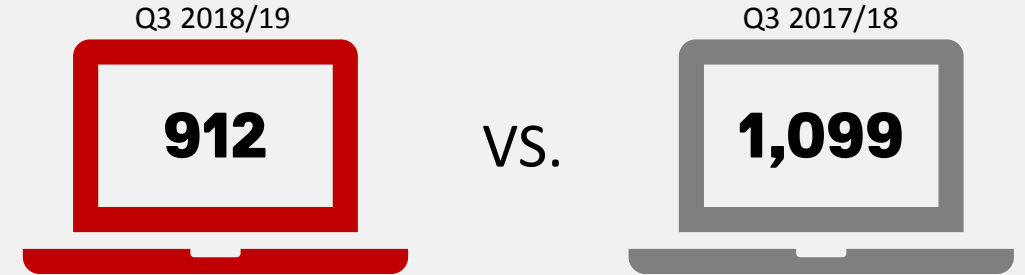
LEARNING RESOURCES

BOOK ISSUES

Q3 2018/19   Q3 2017/18
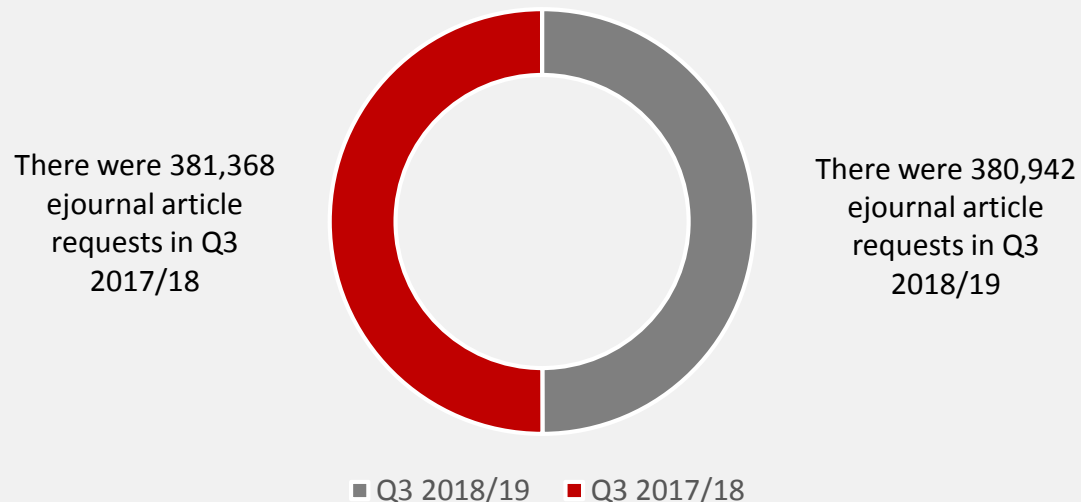
1.1   VS.   **1.4**

On average each SoBE student has taken out 1.1 books from the library, compared to 1.4 in 2017/18. There have been 2,294 book issues, an average of 3.0 books per SoBE student, in the 2018/19 year to date.

LAPTOP ISSUES

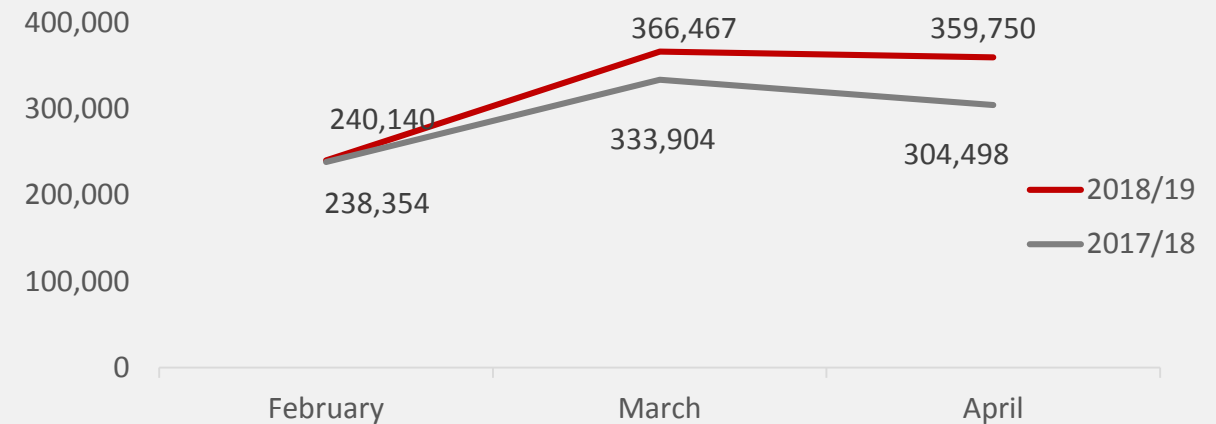Q3 2018/19   Q3 2017/18

912   VS.   **1,099**

SoBE students borrowed Library laptops 912 times in Q3 2018/19, compared to a school average was 2,686 times. There have been 2,216 laptop issues by SoBE students in the 2018/19 year to date.

eJOURNAL REQUESTS

There were 381,368 ejournal article requests in Q3 2017/18

There were 380,942 ejournal article requests in Q3 2018/19

▪ Q3 2018/19   ▪ Q3 2017/18

There have been 978,932 ejournal article requests in the 2018/19 year to date.

eBOOK REQUESTS

	February	March	April
2018/19	240,140	366,467	359,750
2017/18	238,354	333,904	304,498

— 2018/19
— 2017/18
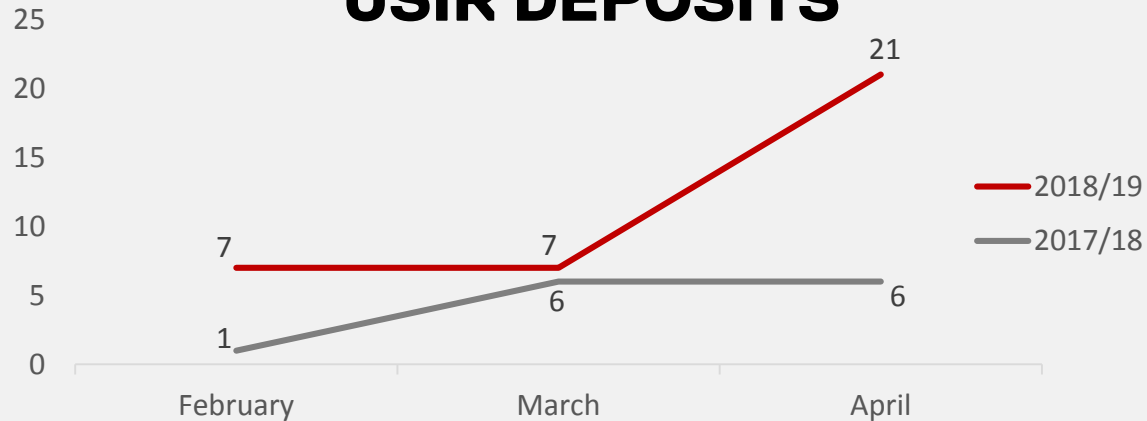
966,358 ebooks were requested in Q3 2018/19 compared to 876,757 in Q3 2017/18. There have been 2,648,7181 ebook requests in the 2018/19 year to date.
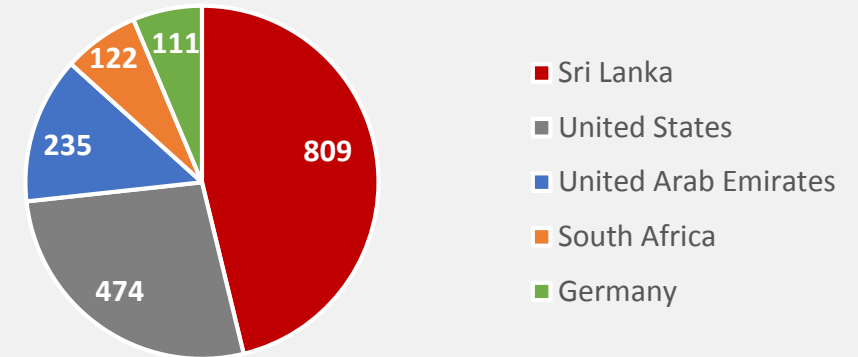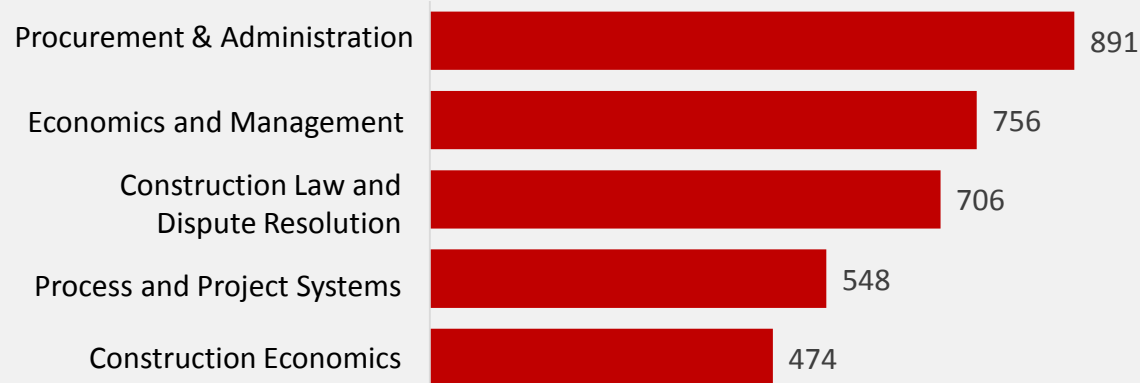
LEARNING RESOURCES

USIR DEPOSITS

35 items deposited in USIR by SoBE in Q3 2018/19 (excluding e-theses & mediated deposits), compared to 13 in Q3 2017/18. There have been 96 deposits in the 2018/19 year to date.

eRESOURCE ACCESS DATA

- Sri Lanka: 809
- United States: 474
- United Arab Emirates: 235
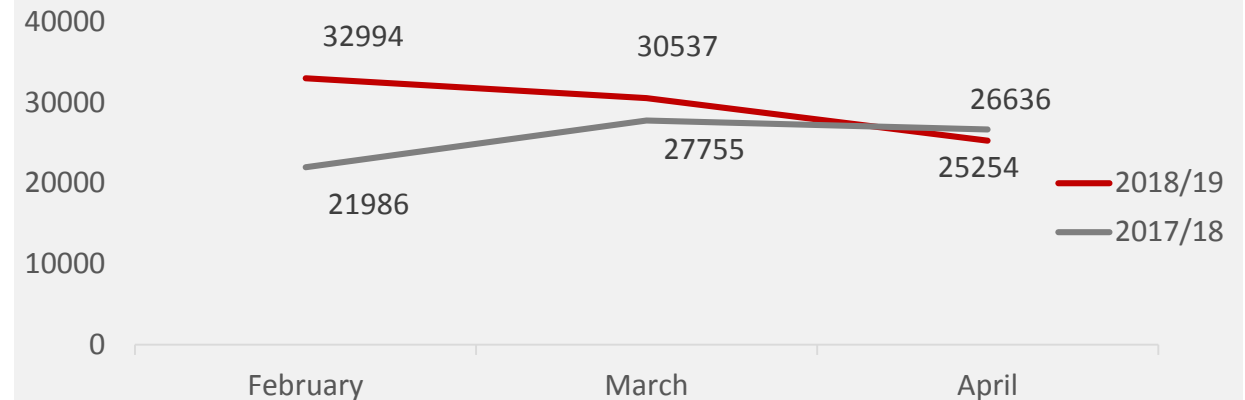- South Africa: 122
- Germany: 111

These are the top 5 countries, outside the UK, from which SoBE students accessed our e-resources. They made 1,751 e-resource access requests in Q3 2018/19.

READING LISTS

- Procurement & Administration: 891
- Economics and Management: 756
- Construction Law and Dispute Resolution: 706
- Process and Project Systems: 548
- Construction Economics: 474

The top 5 accessed SoBE reading lists in Q3 2018/19, accessed 3,375 times.

USIR DOWNLOADS

2018/19: 32994 (February), 30537 (March), 26636 (April)
2017/18: 21986 (February), 27755 (March), 25254 (April)
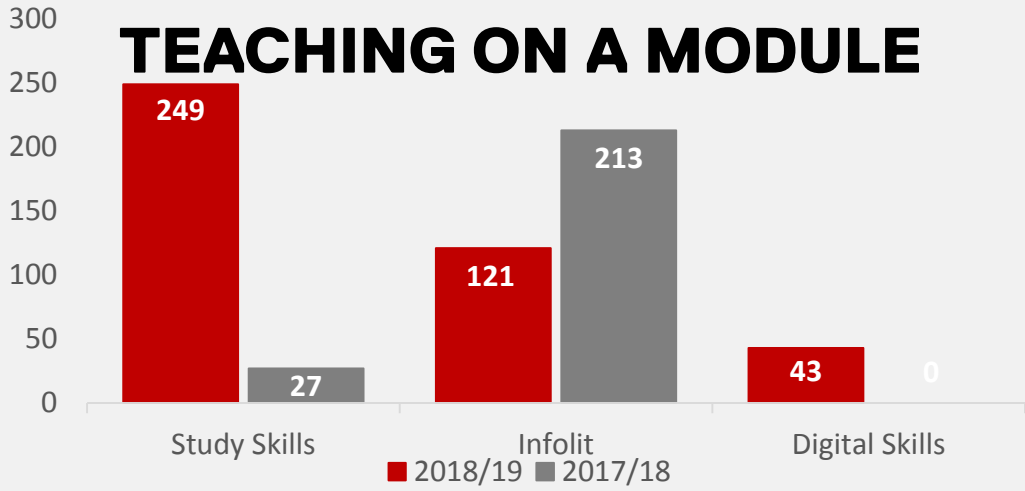
There were 88,785 USIR downloads from the SoBE collection in Q3 2018/19 compared to 76,377 in Q3 2017/18. There have been 259,056 downloads in the 2018/19 year to date.
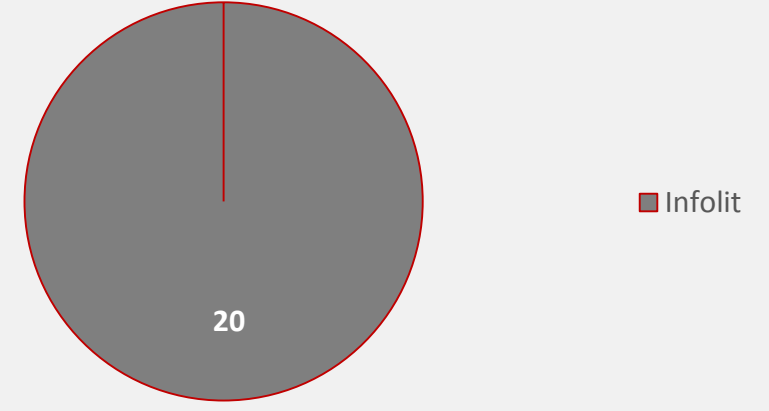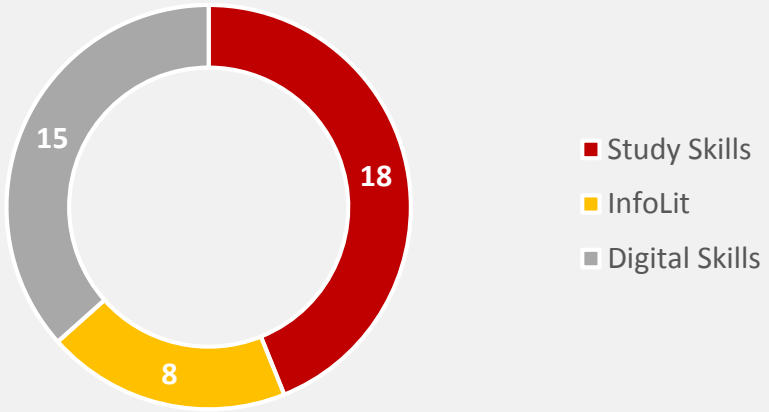
SKILLS FOR LEARNING

TEACHING ON A MODULE

413 SoBE students attended our embedded teaching in Q3 2018/19, compared to 240 in Q3 2017/18. 1358 SoBE students have attended in the 2018/19 year to date.
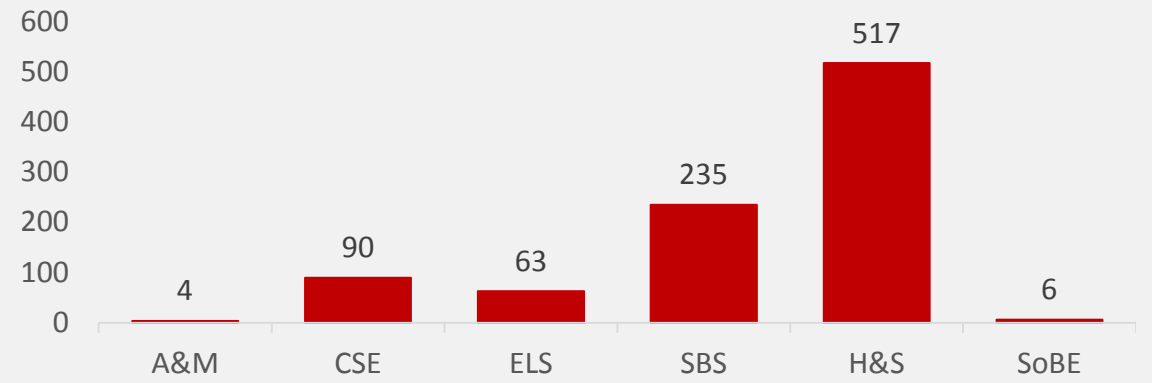
1-2-1 SESSIONS

20 SoBE students attended 1-2-1 sessions in Q3 2018/19, totaling 19:35 hours. 46 SoBE students have attended 46:05 1-2-1 hours in the 2018/19 year to date.

BOOKABLE WORKSHOPS

41 SoBE students attended our bookable workshops in Q3 2018/19, compared to 26 in Q3 2017/18. 63 SoBE students have attended workshops in the 2018/19 year to date.
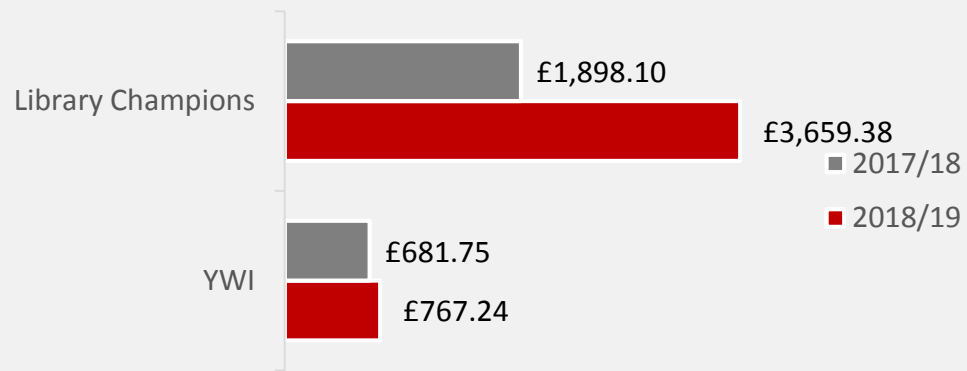
UNISKILLS

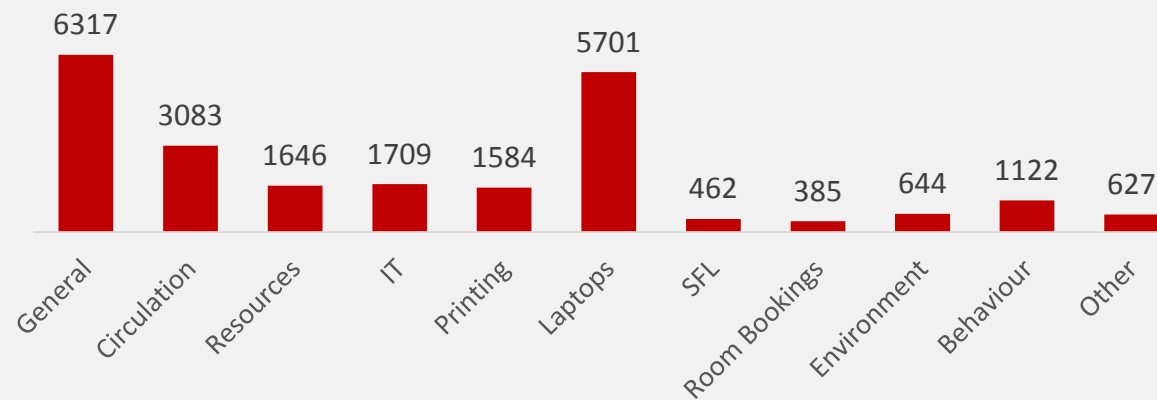6 SoBE students have completed our UniSkills course, compared to a school average of 152.5.

CUSTOMER ENGAGEMENT
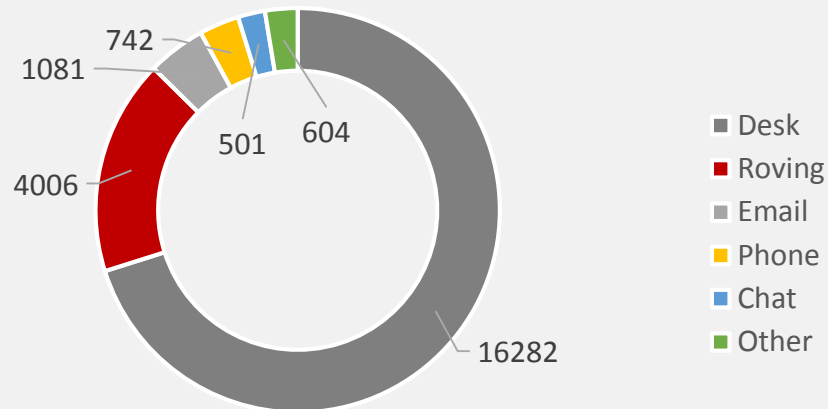
YOU WANT IT AND LIBRARY CHAMPION EXPENDITURE

Library Champions
- £1,898.10 (2017/18)
- £3,659.38 (2018/19)

YWI
- £681.75 (2017/18)
- £767.24 (2018/19)

■ 2017/18
■ 2018/19

18 SoBE books were purchased through the You Want It scheme in Q3 2018/19, compared to 15 in Q3 2017/18.

ENQUIRY TYPES

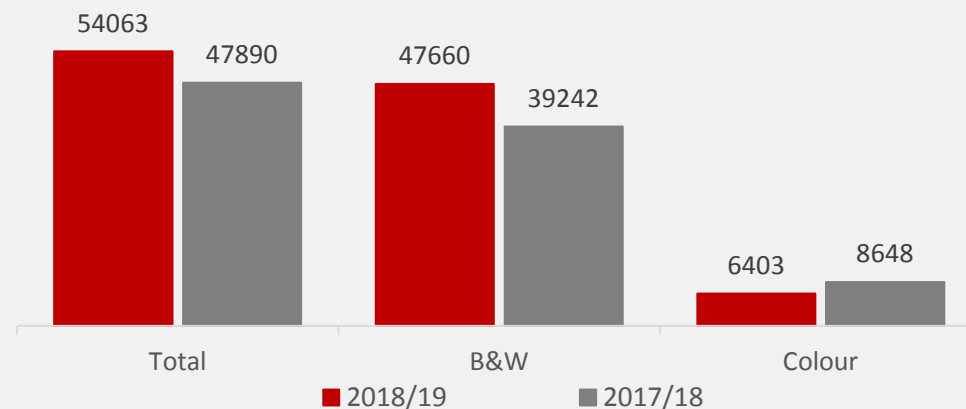| General	Circulation	Resources	IT	Printing	Laptops	SFL	Room Bookings	Environment	Behaviour	Other
6317	3083	1646	1709	1584	5701	462	385	644	1122	627

This is a breakdown of all the enquires we received in Q3 2018/19.

ENQUIRY CHANNELS

742
1081
4006
501
604
16282

- Desk
- Roving
- Email
- Phone
- Chat
- Other

We had 23,280 enquiries via our various points of contact in Q3 2018/19, compared to 21,839 in Q3 2017/18. We have received 73,070 enquiries in the 2018/19 year to date.

STUDENT PRINTING/COPYING

	Total	B&W	Colour
2018/19	54063	47660	6403
2017/18	47890	39242	8648

■ 2018/19
■ 2017/18
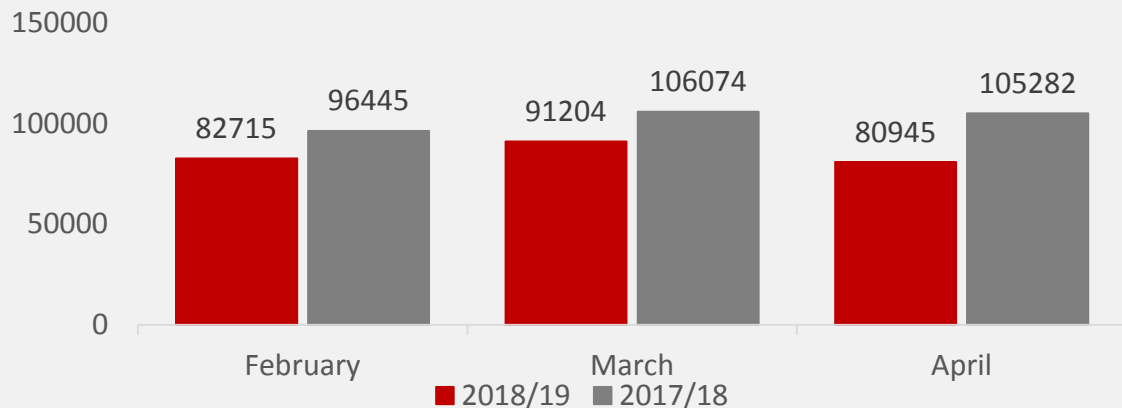
SoBE students accounted for 8.55% of printing across all the schools in Q3 2018/19, compared to 7.06% in Q3 2017/18.

ONLINE

WEBSITE

150000

100000

50000

0

82715 | 96445
91204 | 106074
80945 | 105282

February | March | April

■ 2018/19 ■ 2017/18
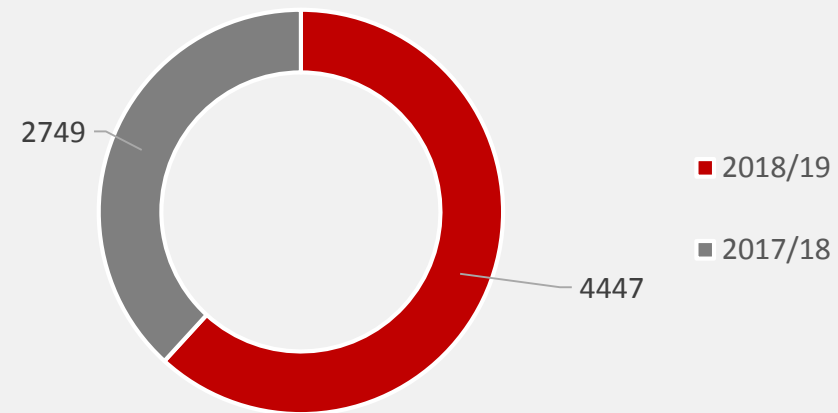
The Library and Skills for Learning websites were visited 254,864 times Q3 2018/19. There have been 859,042 visits in the 2018/19 year to date.

eLEARNING

2749

4447

■ 2018/19
■ 2017/18

Students visited our eLearning packages 4,447 times in Q3 2018/19. There have been 23,272 visits in the 2018/19 year to date.
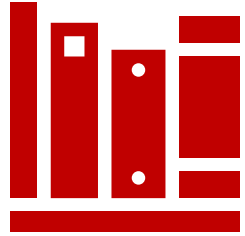
SOCIAL MEDIA

@152
We had 152 mentions on Twitter

185
We had 185 new followers across Twitter and Instagram

625
We had 625 retweets on Twitter

2,198
Our posts were liked 2,198 times on Instagram

LIBRARY UPDATES

Accessing Resources

MediaCityUK students and staff can now benefit from over 1,500 items of new stock at their campus library.

The resources have been moved to the MediaCityUK Library from Clifford Whitworth, after being identified as more relevant to students studying at the MCUK campus.

MediaCityUK students should now find it much easier to get the items they need.

Library Self Service upgrade - The Library is upgrading it's self service devices this summer! Equipment will be replaced by July 2019 offering a modern, easy to use and well supported service. New kiosks will be installed at Clifford Whitworth and Media City.

The security gates have been replaced at Media City. We listened to feedback about the difficulty of moving equipment into and out of the building and have installed the gates in a way that opens up the entrance.

The **Library Access browser extension** was launched in summer 2018. In Q3 there has been an average of 640 monthly users and users were directed to alternative library content a total of 3,593 times.

Library Search has been used 257,359 times over Q3.

LIBRARY UPDATES

New Reading List System

The Library is moving to a new reading list system over the summer. We are doing this to make it easier for you to create and manage your lists. The new system enables academics to easily bring together resources to help their students succeed. Key features include:

- You can either create and update the list yourself or you can send your list to the library and we will add it to the system for you..
- You can organise your list by week or theme.
- You're able to create links to a wide variety of resources – print, electronic or audio-visual.
- Digitised chapters and articles can be requested.
- You can monitor student engagement through accurate usage data.
- You can invite your students to suggest books and other resources to be added to your reading list.

The Library will migrate all the content on your reading lists for you. If you want to keep your bookmarks, please get in touch with us: library-readinglists@salford.ac.uk. You can continue to update your lists as usual until the end of July.

The Library will be providing support to academic staff on how to use the new system in September, and it will be available for students via Blackboard from the start of the new academic year.

LIBRARY UPDATES

Skills for Learning

The Learning and Research support team have been trialling **Skills for Learning webinars** during the 2018-19 academic year. 17 webinars have taken place covering a range of topics including; Exam preparation, Introduction to critical analysis, Exam Prep, Finding Information, Planning & Writing Assignments, and Introduction to MOS. The trial was soft launched without much publicity and have proven popular with 140 students attending since their launch in September 2019. These will be continuing through Trimester 3 and into 2019-2020.

We developed our new **Academic Resilience Workshops** with a soft launch throughout 2018/19, attended by 77 students, including those on the L6 Business Ethics and Sustainability module who receive course credits for participating. The workshops demonstrated the benefits of academic resilience, and gave strategies to improve students' learning experience. Sessions covered a variety of themes and activities such as acceptance and reframing of failure, celebrating success and taking responsibility for one's own learning. These workshops will be fully launched for the 2019/20 academic year, alongside new webinars. Feedback included:

> When I get feedback in future whether good or bad I will use it as motivation

> I learnt how to have higher confidence in my academic area and don't give up even if you have failed because there are ways to solve problems

Over trimester 2 we trialled **Academic Skills drop-in sessions** in Clifford Whitworth Library and Allerton Beehive. The Skills for Learning team helped over an average of 6 students per hour with a range of topics from referencing through to exam and revision tips. Drop-ins will be running again from September!

LIBRARY UPDATES

Research Support

The Research Team are liaising with Schools to encourage research active staff and PGRs to sign up for **ORCID IDs**. Members of the team are attending School Congresses and would welcome invitations to meetings to promote ORCID and sign people up. 38% of SoBE staff have registered for an ORCID ID.

Reports have been sent to ADRs, who have been contacting staff to encourage sign up. More targeted messaging will commence following the collation of the 3-year research plans currently underway by RKE. Staff can access information on signing up for ORCID here

Our **Open Access Policy** has recently been updated. Please remember that staff and postgraduate research students must deposit the accepted manuscript of all journal articles or conference contributions in conference proceedings with an International Standard Serial Number (ISSN) **into USIR** at the point of acceptance for publication, and no later than three months after that date. This not only ensures that publications are eligible for REF submission, but that our research is more easily accessible and visible so that we increase its impact and benefit to society.

As approved by REC and Senate, we have recently made a commitment to **responsible research metrics** starting with us signing the **San Francisco Declaration on Research Assessment (DORA)**. DORA and responsible metrics ensure that our research is assessed robustly, in context and using a variety of complimentary measures, so that we can accurately measure reach and impact and better support our researchers.

We will follow this with an academic-led task-and-finish group to make recommendations around which policies, processes and practices need to be adjusted/introduced. We are looking for a diverse range of interested staff to become representatives on this group – please email, Jen Bayjoo (Academic Support Manager - Research) j.b.bayjoo@salford.ac.uk for more information.

**School of the
Built Environment**

**Tracy Breheny
t.m.breheny@salford.ac.uk
0161 295 6678**

**Your Academic
Support Librarian**