<table>
<thead>
<tr>
<th>CONTENTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>Reimagining our collections</td>
<td>2</td>
</tr>
<tr>
<td>Access over ownership</td>
<td>4</td>
</tr>
<tr>
<td>New learning environments, both physical and virtual</td>
<td>5</td>
</tr>
<tr>
<td>Enquiry model</td>
<td>7</td>
</tr>
<tr>
<td>Fully supporting researchers</td>
<td>9</td>
</tr>
<tr>
<td>Understanding faculty drivers</td>
<td>10</td>
</tr>
<tr>
<td>Rebalancing our resources</td>
<td>11</td>
</tr>
<tr>
<td>Staff success and external engagement</td>
<td>12</td>
</tr>
</tbody>
</table>
INTRODUCTION

Welcome to the Libraries & Collections review of the year.

The last academic year has been somewhat of a watershed moment for the Library. 2017/18 has signalled a marked shift in our general direction of travel and in our approach to strategic planning as we have considered how we can work in service to the university, enabling King’s to deliver their vision for 2029.

King’s has set out a compelling vision to ‘make the world a better place’ and the strategic drivers that will enable its delivery mean that the Library must position itself as a provider of access to world class resources, learning spaces and expert services, in order to effectively support both teaching and research. As the university changes around us, it is imperative that we work together to ensure that the Library can realise and deliver the ambitions of Vision 2029.

Our response to this challenge is ‘Library Evolution’, a transformational plan that will fundamentally change the way we look, how users will access our collections and how we will deliver our services. Library Evolution will allow us to reimagine our collections: we have started work on segmenting our collection into different categories, which will enable us to better understand how to manage our printed material and make informed decisions on where it should be kept. We have also started to think hard about how we can maximise access to digital collections and have explored new approaches to acquisition models that are not based on buying material outright, but on ensuring our students have access to the material they need, when they need it.

Rethinking where our print collections are located will create more space for our students and will allow us to create new learning environments, tailoring space based on faculty use and how information resources are accessed. We have spent time this year developing a new service model that will complement our new spaces and ensure that all of our users have access to the support they need, be it a quick question or an in-depth information literacy session.

We are also developing and expanding our support for researchers throughout the Library and have begun to think about how we understand and respond to what faculties need from us in order to fulfil their ambitions for the Education & Research strategies.

You can read more about Library Evolution here. We are one year into a ten year journey and there is much work ahead of us. In the meantime, I hope you enjoy reading about what we have already accomplished.

Lis Hannon
Interim Director of Library Services
**REIMAGINING OUR COLLECTIONS**

We will take radical steps to reorganise our collections, moving a proportion of print stock offsite and housing our archives and special collections in one flagship location to increase their accessibility and impact.

This year we purchased a tool called *GreenGlass* which enables us to access detailed collection usage data and compare our collections with other libraries in the UK and internationally. We can then use this insight to make decisions around future collection development and management strategies, such as off-siting our lesser used collections.

In June we sent approximately 1800 linear metres of Archives materials to an off-site storage facility which was a useful test for more significant strategic off-siting going forwards. This will free up space across our libraries for more and improved informal learning spaces.

We successfully uploaded 14,000 catalogue records for pre-1830 items in our special collections to the *Heritage of the Printed Book* database (HPB), which is a steadily growing collection of catalogue records from major European and North American research libraries covering items of European printing of the hand-press period (c.1455-c.1830) integrated into one database. This will surface our collection to researchers from around the world.

We collaborated with the TEL and Online Programmes teams at the Dickson Poon School of Law to deliver training to drive up engagement with MyReadingLists. This resulted in a significant increase in reading list submissions, and in semester one of 2018 over 86% of modules had an online reading list.

Between May 2017 and May 2019, we will have moved over 4.5km of Archives records. Laid end to end, that’s the equivalent of 1,600 double decker buses.
REIMAGINING OUR COLLECTIONS

We will take radical steps to reorganise our collections, moving a proportion of print stock offline and housing our archives and special collections in one flagship location to increase their accessibility and impact.

Special Collections held a number of exhibitions this year, including *Parkinson of the Disease*, *The Printed Page* celebrating over 500 years of the printer’s craft and an on-line exhibition on *Incunabula*. They also featured on the BBC programme *Fake or Fortune?* ‘Utterly mesmerizing, thought-provoking.’ Exhibition visitor, London

Archives held a number of events this year, including the Liddell Hart Lecture, delivered by Professor Michael Neiberg of the US Army War College, and a lecture marking the centenary of the birth of Dame Cicely Saunders.

The Finding Africa project is designed to improve access to archive collections in Madagascar and in Africa as a whole. A joint venture between Archives and King’s Department of History, the project has built a prototype online catalogue of archives, developed a new data ingest tool in association with King’s Digital Lab, and began to construct a new scholarly network connecting information professionals and academic researchers in Africa, with their counterparts in the UK.

Archives co-organised a unique event with The Worshipful Company of World Traders celebrating King’s past and present achievements in science and co-organised a *conference* on the prominent post war poet and critic, the late Professor Eric Mottram, whose collection is preserved at King’s.

Title page and first page of text from *The History of Reynard the Foxe* by William Caxton. Hammersmith: Kelmscott Press, 1892. Foyle Special Collections Library, Rare Books Collection, PT5584.E5 CAX

Professor Michael Neiberg of the US Army War College, delivering the Liddell Hart Lecture.
7,130,888 full-text article requests in 2017-18, an 8% increase

ACCESS OVER OWNERSHIP

Library Evolution will move us from a scenario of the ‘owned collection’ to one of a ‘facilitated collection’ whereby our value is found in our ability to provide access to information in a seamless and timely manner.

We participated in JSTOR’s evidence-based acquisition (EBA) programme which in effect meant our customers could ‘try’ before we ‘buy’, giving them access to c.31,000 ebooks over a six-month period, at the end of which we selected titles for perpetual access based on highest usage. This model demonstrated real value for money for the titles purchased and enabled us to ensure greater control over ebook content purchased to meet specific needs.

Kanopy, a video streaming service, has enabled us to provide students with instant access to thousands of new film titles at the click of a button.

ProQuest Access to Owns programme has allowed us to provide students with access to c. 172,000 current and backlist titles on Ebook Central, while paying only for titles that are used.

‘Kanopy is WONDERFUL, MARVELOUS, INVALUABLE and WORTH EVERY PENNY…. It has completely revolutionized my teaching of GDR cinema after 25 years of scrabbling together useless videos and irritating American NTSC DVDs.’
Lecturer in German and Film Studies
NEW LEARNING ENVIRONMENTS, BOTH PHYSICAL AND VIRTUAL

We will be completely re-thinking our physical spaces, making the best use of the opportunities presented by reassessing the location of our collections. As well as transforming our physical spaces, we will also understand what a virtual library service looks like in the context of digital education and blended learning at King’s.

LibUX techniques were used to explore way-finding in the Maughan Library, including guerilla interviews and observation to better understand how people find books and their way in what can be a difficult building to use. This led on to a pilot of new signage options building on our learning.

Following comments from students that there was nowhere in libraries to make phone calls for, for example, interviews, and a suggestion via the staff Service Suggestion Box, we have installed ‘Skype pods’ at Franklin-Wilkins and New Hunt’s House libraries.

We participated in a series of events linked to NHS staff development, bringing the library to new venues in the NHS community and reflecting that for many their work place is where they will use us.

"Really helped for a conference [call] for my internship.”
Quote from student on Post-it note feedback

3,245 informal work spaces across the libraries
NEW LEARNING ENVIRONMENTS, BOTH PHYSICAL AND VIRTUAL

VIRTUAL

A refreshed, more visual version of King’s Learning & Skills Service (KLaSS) was developed during this academic year, with re-designed pathways as well as badging to incentivise progression and diagnostic quizzes, ready for launch in September 2018.

In addition, KLaSS was the focus of a Behavioural Insights study, showing how pushing out specific messages, particularly with a social belonging focus, increases take-up of the e-learning.

The Research Support team created e-learning for research data management to enhance our service provision for users who do not wish to attend face-to-face training.

‘Just what I needed to know. Now able to use Pure to be REF compliant. Very happy.’
Research Support e-learning feedback

‘Q. If you could pass on one piece of information or advice to someone joining King’s, what would it be?
A. Access the KLaSS courses. Attend lectures.’
National Student Survey

We redesigned our subject-based Library Guides to provide streamlined visual access to our resource and learning materials.
ENQUIRY MODEL

We have reviewed our enquiry delivery service and will be implementing a more nuanced model, taking into account the different requirements at our different sites and for different members of the King's community.

This year we reviewed our Enquiry delivery service by looking at our enquiry channels, service areas and statistics and determined the need to implement a more nuanced model.

The aim of our new Enquiry Model is to enable independent learning and research by delivering personalised skills development and support at the point of need to facilitate engagement with Library resources and services.

The work to develop and implement that model will be completed this academic year and will begin with the development of a defined portfolio which will structure our service delivery.

We will achieve this by offering three tiers of service:

- **First line support**
  To provide support for service users getting to grips with the fundamentals of using the library and accessing our services and resources.

- **In-depth support**
  To enable service users to develop the skills needed to get the most out of our library resources and services.

- **Partnered support**
  To assist researchers and practitioners in making the best use of our resources and services.
We have reviewed our enquiry delivery service and will be implementing a more nuanced model, taking into account the different requirements at our different sites and for different members of the King’s community.

We have moved from a model of separate phones at each of our sites to a centralised phone service, timetabled and staffed across the service. We are using software which enables us to record statistics and gather insight into enquiries.

We launched the Finding Evidence module on the King’s Health Partners Learning Hub, leading the way on combining NHS England wide e-learning resources with our own local materials creating a convenient, any time resource to help with skills development.

We integrated our separate disability support mail box into our central library services mailbox to increase efficiency and support available to students with additional needs.

The Systematic Reviews Discussion Forum – a space for researchers to support each other in defining research topics and searching for literature – has seen an increase in usage and has the benefit that users can look at what other people have been asking and the responses they receive, so that we build up a knowledge bank.

We handed over printer-related duties to our IT colleagues to free up staff time for them to focus on added-value interactions with our students and other customers.

**ENQUIRY MODEL**

**OUR SUCCESSES OVER THE PAST YEAR INCLUDE:**

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**OUR SUCCESSES OVER THE PAST YEAR INCLUDE:**

- "I have just finished all 6 Modules. They have been very helpful and easy to follow."
  
  Staff Nurse, King’s College Hospital

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  Staff Nurse, King’s College Hospital
FULLY SUPPORTING RESEARCHERS

We will work in partnership with IT and e-Research to deliver a suite of services designed to support the full research lifecycle from application through to inclusion in the REF. We will be the voice for Open Research at King’s.

Library Services partnered with IT and Research Management and Innovation to develop a Research Data Management Roadmap to improve support for data management and in recognition of the gaps in provision for researchers across King’s. For Library Services the Roadmap sets out an improved data repository service with digital preservation facilities ensuring researchers’ data remains discoverable and accessible in the long-term.

As we get closer to delivering the King’s submission for REF 2021, we have delivered a robust round of briefings and Q&A sessions to help make sure King’s researchers know how to get their research outputs eligible for REF 2021.

Reflecting the importance of staying up to date with the latest clinical practice we produced a new resource aimed at NHS users offering them a range of ways to keep up to date.

The Research Support team attended the Centre for Research Staff Development’s (CRSD) annual staff event in June 2018 – under the theme of Taking Charge of your Future. It involved an innovative speed networking element to get researchers and various key supporting teams from across King’s talking face-to-face which resulted in 80 researchers being briefed in under an hour on reasons to keep in touch with the Research Support team.

Recorded Interview with Dr Melissa Nisbett (July 2018), Faculty of Arts & Humanities, talking about the importance of Open Access.

Research Support enquiries, a 41% increase on 2016-17 period

Library Services Annual Review 2017-18
We will need to fully collaborate with all of our colleagues within faculties, both academic and professional, to ensure that we are getting it right for them and for the university.

One of our Library Liaison Managers joined a funded research group from the Dental Institute working on the search strategies and curation of data at the start of the project, which is expected to finish early next year.

King’s continues to work towards our ambitious strategic Vision 2029 and Library Services has contributed expertise and insight to the Education Strategy, particularly around learning environments, curriculum development and academic support. This has been an integral part of our own planning, ensuring that Library Evolution is an essential part of the university’s plans for 2029.

In addition to our co-created learning work with faculty staff, we have been working with NHS staff to provided tailored support, for example Introduction to Healthcare Databases session for Guy’s & St Thomas’ Trust Speech and Language Therapists.

We’ve been working with academics to develop meaningful learning opportunities tied into the curriculum. Here is one of our Learning & Skills Managers talking about a collaboration with the Liberal Arts department:

We work closely with faculties by attending and participating in fairs, induction days, training days, strategy days, programme events, faculty showcase events, plus external committees which help inform our work within faculty.

One of our Library Liaison Managers joined a funded research group from the Dental Institute working on the search strategies and curation of data at the start of the project, which is expected to finish early next year.

Partnership & Liaison continued to work with the Widening Participation Team, facilitating visits and activities for the K+ Summer School and King’s Mathematics School.
**REBALANCING OUR RESOURCES**

We are committed to ensuring that we have the right people, resources and budgets in the right places to deliver our goals.

The Partnership & Liaison team redistributed faculty responsibilities to ensure that faculty knowledge is shared among the team and that all Library Liaison Managers have a good understanding of the needs of Arts & Sciences and Health faculties, shifting our model to one that allows for a greater breadth of knowledge in the team.

We have been shifting our focus on how we support referencing and plagiarism to better meet learners needs, by:

- Empowering faculties to take ownership of students’ comprehension of plagiarism by moving the practice assignment into Faculty KEATS spaces.
- Creating a self-diagnostic tool to help students and staff identify referencing software that works for them (rather than focusing on specific software).
- Encouraging staff and students to make use of the expert training materials and support offered by referencing software providers rather than duplicating their efforts.
- Designing a tool that directs students to their department’s preferred referencing styles.
Library Services staff are committed to engaging fully with the sector by maintaining professional qualifications and accreditation, presenting at conferences and contributing to publications.

**PROFESSIONAL QUALIFICATIONS**

Fellowship or Associate Fellowship of Advance HE
- Tom Edge (FHEA)
- Chenée Psaros (AFHEA)
- Emily Russell (AFHEA)

John Woodcock completed his taught Postgraduate Certificate in Academic Practice in Higher Education which also results in FHEA postnominals.

Jane Pothecary revalidated her CILIP chartership.

Tom Edge and Graeme Lockheart became SI-PASS supervisors (Supplemental Instruction-Peer Assisted Study Sessions) to support our peer-to-peer support provision.

Lucy Royle completed her MA in Library and Information studies from UCL in September. She has been awarded the Cowley Prize for distinguished work over the course of her studies.

Max Zanoti completed his Diploma in Library and Information Studies this year.

Tristan Hooper graduated in February from City University of London with a distinction in Library Science (MSc).

Gavin Beattie completed the LIBER Emerging Leaders Programme. LIBER is the European Association of Research Libraries and Emerging Leaders in their well-established international development programme for senior library staff from across Europe.

Wayne Peters delivered a paper Library Services and research data management librarian at an IFLA satellite event, Data Curator’s Roles and Responsibilities: International and Interdisciplinary Perspectives at Warsaw University Library in August.

Sarah Griffiths was invited to speak at a CPD25 event Supporting Open Scholarship: An Introduction at the Foundling Museum in April.

Vanessa Farrier was a presenter and panelist at the CPD25 event, The Customer Service Excellence standard: sharing hints and tips. The talk was titled Underpinning CSE with Culture at King’s.

Alison Charlesworth and Lucy Royle delivered a CPD25 workshop on supervising and managing staff as part of the CPD25 Aspects programme.

Lucy Royle delivered a paper at the Emerging directions for Information Literacy research seminar based on her research into the information literacy skills of paraprofessional staff in an academic library.

Maria Allan organised and chaired a NAG (National Acquisitions Group) Collection Development Seminar for librarians in May. The theme was Valuing our Collections and focused on collection management and development strategies in academic libraries. Maria wrote an article on the seminar for NAG’s journal, Taking Stock.
STAFF SUCCESS AND EXTERNAL ENGAGEMENT

Library Services staff are committed to engaging fully with the sector by maintaining professional qualifications and accreditation, presenting at conferences and contributing to publications.

PUBLICATIONS

Vanessa Farrier has written a case study to be used in an edition of a Practical Tips book series by Facet publishing that is being edited by Lee Appleton (Director of Library Services at Goldsmiths, University of London). The case study focused on our CSE application and achievement and will be used as a ‘kite-mark’ for the quality assurance part of the book.


Karen Poole has been credited as an author having supported a King’s PhD student with search strategy development for a thesis literature review which has since been published as a journal article: Irwin, C., Bliss, J., and Poole, K. (2018). Does Preceptorship improve confidence and competence in Newly Qualified Nurses: A systematic literature review. Nurse Education Today, 60, 35-46.

Here’s a picture of the Sustainability Champions at this year’s awards ceremony. Our Sustainability Champions achieved the NUS Gold standard this year, and have been nominated for a Green Gown Awards UK, which recognises the exceptional sustainability initiatives being undertaken by universities, colleges and the learning and skills sectors across the UK and Ireland.

Jane Pothecary has been credited as an author having supported two King’s researchers with search strategy development for a narrative systematic review which has been published electronically ahead of print: Thompkins, C., Parkman, T., and Pothecary, J. (2018). Implementing and Delivering Personalised Budgets for Drug and Alcohol Users: A Narrative Systematic Review. Health & Social Care in the Community.

SUSTAINABILITY