



2022 ANNUAL REPORT



Fforwm Llyfrgelloedd Addysg Uwch Cymru
Wales Higher Education Libraries Forum



A message from our Chair

© Matt Lincoln

Welcome to the annual review of WHELF activities for 2022, a year in which many of us took the opportunity to reflect on the impact of the pandemic and what the previous few years have meant for us, both personally and professionally.

During 2022 the WHELF Board saw a number of changes to its membership. We welcomed Robin Armstrong-Viner to his first WHELF meeting in July at Llandrindod Wells.

I would like to take this opportunity to thank him for his contributions to our conversations, both at the meeting and the picturesque train journey through Mid-Wales. His insight and wisdom are already positively impacting the work of the consortium, and I wish him well in his role at Swansea University.

We said farewell to the former board member, Dr Andrew Dalglish of the University of South Wales. His retirement marks the loss of a wealth of experience and skill for WHELF, in particular I would like to note his contributions to the Shared LMS Project and the LMS Board. I wish him well in his retirement.

I would also like to take this opportunity to thank Gareth Owen and Jenny McNally of Cardiff University for their work in ensuring the success of the IGeLU conference in September 2022. I am also grateful for the contributions of many other WHELF colleagues from across Cardiff University and the RWCMD; it truly was a Team WHELF effort (*continued...*)

A message from our Chair

To develop the next generation of leaders WHELF worked with Advance HE and SCONUL to deliver a leadership programme for our senior teams, and this was delivered online through the Autumn of 2022.

We also welcomed observers to our Board meetings, to ensure good governance, to learn from others and to experience a more diverse range of voices. Thank you to Ruth Thornton (Cardiff University), Sarah Jones (UWTSD) and Julie Neenan (Cardiff Metropolitan University) for their work with the Board during 2022.

I would also like to thank JISC for the support they have given WHELF as part of its programme of events. Colleagues from JISC (Wales) provided patience, skill and expertise in supporting our *Excluded Voices* conference and our annual colloquium, and without their input these events would have been far more challenging for us to provide for our community.

Thank you to every member of the Board for their contribution to the consortium over the last year, and the support they have each given me as Chair, it has truly been a privilege. To each member of all our sub-groups, I am in awe of the work you do to support the WHELF Strategy and Action Plan: you are all amazing.

In 2023 WHELF will celebrate its 30th birthday, and I look forward to taking this opportunity to reflect on the power of our continued collaboration and the opportunities for the next 30 years may provide.

Alison Harding
Executive Head of Library and Learning Resources: UWTSD
WHELF Chair 2021- 2023



WHELF & City of Sanctuary

WHELF is delighted to announce that it has signed up as a Supporting Organisation of the **City of Sanctuary** Organisation , whose pledge states:

We support the 'City of Sanctuary' vision that the UK will be a welcoming place of safety for all and proud to offer sanctuary to people fleeing violence and persecution.

We endorse the City of Sanctuary Charter and agree to act in accordance with City of Sanctuary values and apply the network Principles within our work (as far as our specific context enables us to).

We recognise the contribution of people seeking sanctuary. Sanctuary seekers are welcomed, included and supported within our context. We expect our branches or local groups (if any) to support their local City of Sanctuary group if one exists and will facilitate contact between them and their local City of Sanctuary group.

WHELF News

After 39 years service at the University of South Wales (and its former institutions) **Ann Cross**, Head of Academic Library Services, retired from the University in summer 2022.

Ann decided to take early retirement to travel and enjoy time with her family, following a positive and successful career in the Library and Information profession with the University, which culminated with Ann becoming an Advance HE Assessor, CILIP mentor for chartership candidates, and a valued member of the USW community.

Ann's early retirement was marked with a celebratory lunch with senior colleagues and then an open lunchtime celebration which saw many colleagues and friends (old and new) in attendance.

In July 2022 **Robin Armstrong Viner** was appointed Associate Director: Head of Libraries within Swansea University's Academic Services Directorate.

Robin was previously Head of Library Services at the Courtauld Institute of Art in London.

Thanks to Lori Havard for her work with the WHELF Board prior to Robin's arrival.



WHELF News

Cardiff Metropolitan University has entered a twinning arrangement with colleagues in Ukraine at **H.S.Skovoroda Kharkiv National Pedagogic University**.

The Library Service has undertaken work to support colleagues there through resource sharing via the RapidILL scheme, and is building a ‘Kharkiv – Cardiff: single information space’ area, using MS Teams as a platform to share knowledge, conversations and community building across both staff and students at each University.



Images from H.S.Skovoroda, Kharkiv Scientific Library

All WHELF higher education libraries have been involved in similar institutional discussions between Wales and Ukraine, following the invasion of Ukraine by Russia and the subsequent war.

WHELF News

WHELF held a highly successful **Reading List** event on 13 and 14 July, with speakers and delegates from all over Great Britain.

Speakers demonstrated the various projects being carried out in HE libraries and shared many examples of good practice.

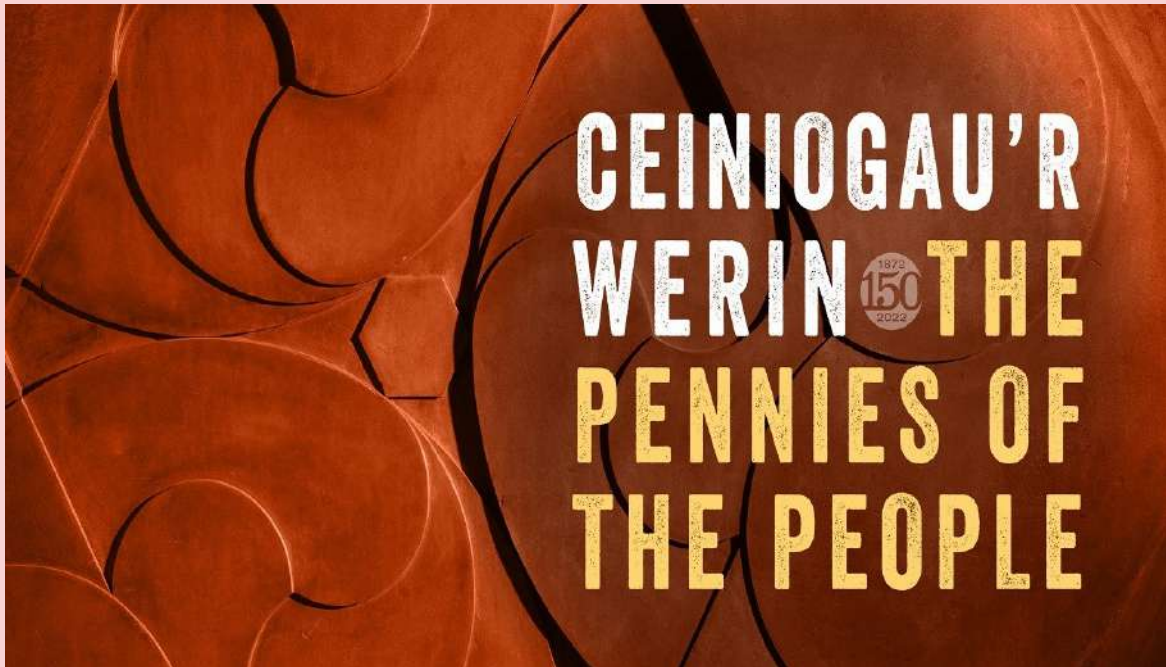
Topics included: decolonisation of reading lists, involving staff AND students when designing reading list toolkits and using analytics to design and improve reading lists.

Thanks to Rebecca Mogg and Scott Pryor (Cardiff University), Jenny McNally (WHELF LMS Business Manager) and Andrew Brown (Swansea University) for organising this event.

WHELF aims to run the event again in 2023, following positive feedback from those who attended.

Many WHELF institutions implemented **Warm Spaces** in their libraries and looked at ways to help students e.g. by no longer charging fines for overdue loans.

Aberystwyth University



Ceiniogau'r Werin / The Pennies of the People (Aberystwyth University)

Photograph by Rolant Dafis

Aberystwyth University celebrated its 150 year anniversary with a series of events and the publication of Pennies of the People, a book marking the 150 years in 150 objects.

The University also welcomed its first cohort of Nursing students.

The library had a key role in both events, unearthing objects for the book and recruiting a nursing subject librarian.

(Julie Hart)

Bangor University

The annual Archives and Special Collections lecture “**Golwg Newydd ar Ifor Williams**” was delivered by Professor Marged Haycock and very well attended.

Also, in October 2022 a workshop on the subject of the Jamaica material in the Penrhyn collection formed part of a University-wide programme celebrating Black History Month.

Archives and Special Collections have been working with the Archives Hub on their [Labs](#) project to explore and advance archival description, discovery and user interfaces.

New Special Collections added in 2022 include drama scripts belonging to John Gwilym Jones (1904-1988) and transcripts of recordings made for the S4C documentary broadcasted in 2021 on WWII – “**Lleisiau’r Ail-Ryfel Byd**”.

As part of the Enhanced Learning Vision for a flexible and dynamic learning corridor, all physical library book stock on the Bangor campus is now located in Main Library. The two Reading Rooms have been re-sequenced to provide a single run of high-demand and teaching material. This simplified arrangement of stock makes it easier and quicker to find material.

Students at our Wrexham campus now have 24/7 PC and social learning facilities as well as a book locker to enhance services there.

Finally, an additional 31,000 print books, journals and pamphlets have been catalogued into our CAIA system in our off-site Research Reserve. This ensures 100% discoverability in Library Search, increased global visibility and ensured preservation of these unique and important research materials.

(Tracey Middleton)

Cardiff University

In 2022 Cardiff University Library:

- successfully reaccredited for Customer Service Excellence, with 14 compliance plus areas.
- further rolled out the laptop loans service and have upgraded study spaces in some of our libraries, including ASSL, Health and the PG Study Zone at the Health Campus.
- worked on a feasibility study for a new library on the Cathays campus and have some funds from the university for some interim refurbishment in ASSL.
- began piloting an occupancy management system in ASSL, using *Affluences*.
- was successful in obtaining funding from the University RIF fund to develop an open digital humanities research hub.
- planned an open access compliance and advocacy project and are engaging with the university on a rights retention strategy and research culture developments.
- became part of the Heritage Lottery Funded Crowd Cymru crowdsourcing platform project.

Cardiff University has submitted a bid to be a University of Sanctuary and has also signed a partnership agreement with Amgueddfa Cymru-Museum Wales.

The Library was actively involved in both developments.

(Tracey Stanley)

Cardiff Metropolitan University

Mark Hughes, Head of Libraries, writes:

2022 has been quite the year with Cardiff Met libraries really working through adjustments and developments that reflect the 'post-COVID' landscape and looking to the future with a new University 'Strategy 2030' being finalised.

We continue to evolve and develop our **Workshop Programme**, delivering information literacy and academic skills building sessions to cohorts of students in a fresh way, and focused on key needs across the Student Lifecycle throughout the academic year.

These sessions have grown in popularity substantially, and are being delivered both digitally and in-person, supported by our developed Asynchronous Information portal titled '*StudySmart*'

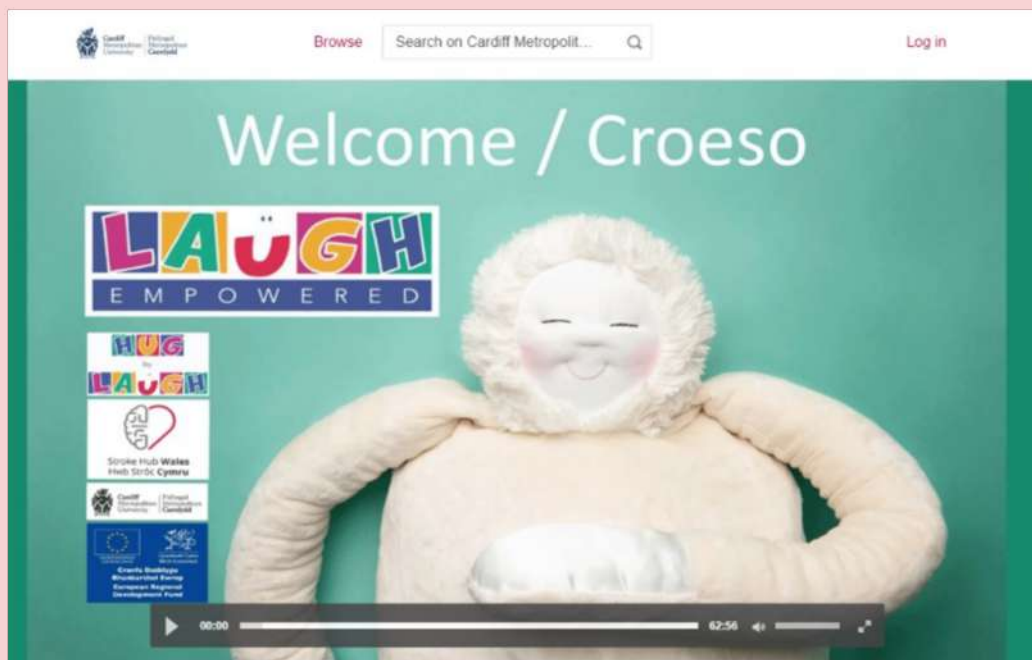


Cardiff Metropolitan University

We are continuing to evolve and grow our research support activities. This year we have successfully launched our renewed programme of training for research – Research(er) Elements.

We completed migration of the University repository and legacy content from DSpace to the Figshare platform - figshare also now expands on what we offer in terms of open research.

We have also launched a pilot scheme to widen our support of OA publishing at Cardiff Met - that has seen us fund APC costs of 74% of applicable outputs (up from 50% 12 months ago).





Cyfoeth Naturiol Cymru Natural Resources Wales

NRW's Information and Library Service (ILS) has a permanent new team in place, led by Beth Hall.

Jo Hindes and Kester Savage were appointed in the Autumn of 2021 and are ambitious for the library as it reopens to colleagues and the public, following the easing of Covid-19 restrictions.

In May, Jo and Kester presented at **CILIP Cymru's** online conference, outlining the role of the ILS in supporting NRW's work safeguarding the environment in Wales.

The library has begun to support PhD students working on placement with NRW.

In October a very successful **Geodiversity Day** was hosted at the library in Maes y Ffynnon, delivered by one of NRW's geologists, Ray Roberts.

The library now offers colleagues access to the British Standards Institute's online platform, BSOL. This has been a very popular resource.

(Kester Savage)

Royal Welsh College of Music and Drama



We had a mini-refurbishment in summer 2022, following feedback from students.

We improved the signage throughout the Library and transformed the old computer lab into a more up-to-date group study and student computer room, complete with fully adjustable and accessible desks. Students have responded positively to the use of bright-coloured furniture, to the airy nature of the room itself, and to having spaces that encourage collaboration.



The Library also added armchairs to provide a place where students can go when they might want to be in a more comfortable position than at a desk. They also provide a quiet place to sit, which is particularly beneficial for students with sensory needs, especially in a highly stimulating environment like RWCMD.

Royal Welsh College of Music and Drama

The Colwinston Trust funded project with the **Foyle Opera Rara Collection** came to an end in November 2022.

One of our Library Assistants, Mandie Garrigan, took over the completion of the project from Judith in summer 2022 after the project had been on hold since September 2020.

This project saw 727 rare scores catalogued, 233 items digitised, and the collection further opened up for teaching, research and engagement.

In late 2019, RWCMD were awarded a prestigious National Manuscripts Conservation Trust (NMCT) grant to pay for conservation to be undertaken on the manuscripts within the Foyle Opera Rara Collection. These date from the 19th century and include autographed manuscripts by Donizetti and other influential *bel canto* opera composers.

This work was undertaken by Lydia Stirling at Glamorgan Archives and, by way of placements, provided training for conservation students at Cardiff University.

This work was completed in October 2022.

Before the conservation work was carried out, the manuscripts were too fragile to be handled and accessed. As a result of the work undertaken, they can now be accessed and handled, and many have also been digitised to enable international access to these unique items.

(Judith Dray)

Swansea University

Subject librarians, along with Centre for Academic Success (CAS) colleagues, created a collaborative webpage gathering all student digital skills support and training.

w/c 28th March 2022 was Student Digital Skills week, launching the webpage and promoting through social media and blogs along with a mention in the student newsletter.

Subject Librarians and CAS colleagues collaboratively created a webpage for students on Academic Integrity. This includes a video of one of Swansea's subject librarians and the DPVC for Education regarding essay mills.

In its Customer Service Excellence submission, Libraries received 24 Compliance Plus assessments, while both the Richard Burton Archives and the Egypt Centre retained their respective accreditations.

Preparations began for the South Wales Miners' Library to join Swansea Central Library and the West Glamorgan Archive Service at a new Community Hub in the city centre in 2024.

Carolyn Graves-Brown retired from the Egypt Centre in April, having transformed the museum into an internationally recognised museum over the 25 years she led the service. Ken Griffin and Wendy Goodridge succeeded Carolyn as Curator and Museum Manager respectively.

Libraries continued to demonstrate its commitment to equity, diversity and inclusivity. Its Inclusive Services Group coordinated a second **Living Books** Event in March and produced a [useful toolkit](#) for others who wish to run similar events.

(Robin Armstrong Viner)

University of South Wales

As of summer 2022, USW saw an 11% increase in student numbers, with a significant shift in demographics with an increase in postgraduate and international student population.

The University has considered what this change in student demographic and needs means for all areas.

Learning Services held workshops on responding to these changing needs, and changing service delivery model including

- ⇒ enhanced induction and welcome events,
- ⇒ additional library content,
- ⇒ new group study facilities
- ⇒ investment in a new Student Development and Study Skills centre, at the Treforest campus.

As of summer 2022, USW saw a 29 place improvement in the Guardian University Guide 2022 (league table), with a ranking of 53rd in the UK, the highest position the University has achieved in its history.

Improvements in quality, student experience and academic assessment metrics have contributed to this improved performance.

Leading on from this the University has in place seven Critical Success Factors (CSFs) of which Library Services directly contributes to CSFs 1-5, focusing on student success.

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University of South Wales

As part of our USW 2030 strategy, the University has developed a new **Differential Outcomes** action plan, sponsored by the Deputy Vice Chancellor (Academic), to address the progression, continuation and awarding gap for students who have protected characteristics and who face systemic and structural barriers to success. This will include students with protected characteristics e.g. disabled students, Black and minority ethnic students, and also those from a WIMD 1 and 2 demographic, facing the most barriers to success.

Library Services and wider Learning Services colleagues are actively involved in the delivery of the new plan, which has been augmented with a Power BI demographic dashboard.

Thanks to the USW Library Services team who undertook a significant summer stock editing project to reconfigure space for the realisation of the changes and improvements at the Newport and Treforest campuses, to include

- new *OrangeBox* study pods at the USW Treforest campus,
- new study furniture
- new group study furniture
- a refurbished training room

all informed by student feedback and changes to the curriculum delivery.

(Emma Adamson)



University of Wales

During lockdown, Special Collections and Archives staff at UWTSD developed a project to research the biographies of 200 former staff and students in preparation for the University's Bicentenary celebrations in 2022. The project was made possible by the closure of the Reading Room, allowing staff to undertake other work. The biographies are a valuable resource for researchers and have also generated a lot of interest and excitement among alumni.

The quality of the research into the individuals has led to the *Dictionary of Welsh Biography* asking for several of the biographies to be adapted for inclusion on its website. The biographies are available in both English and Welsh on the UWTSD website and have recently been printed as a series of booklets for sale.

The Biographies project was one of a number of activities undertaken by Special Collections and Archives for the Bicentenary. A successful series of talks, exhibitions and a published book of the Treasures of the department were also organised and delivered.

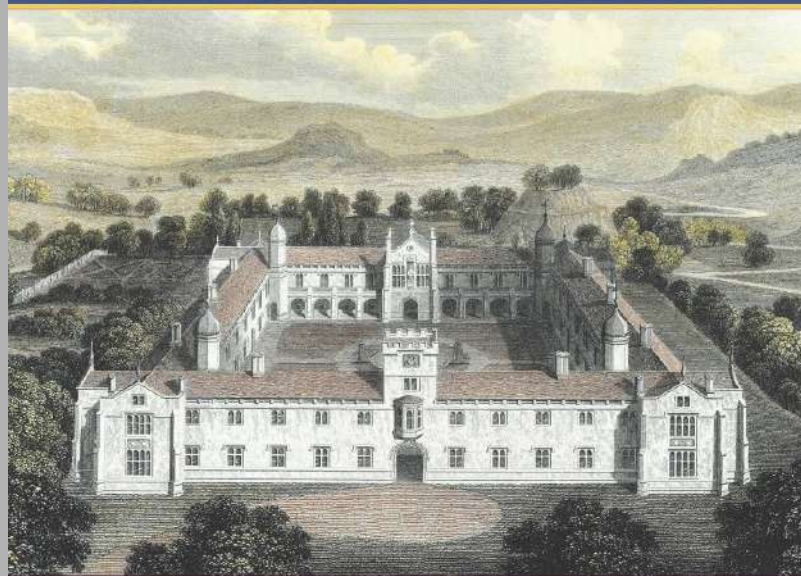


Book cake to celebrate the bi-centenary. Photo credit UWTSD.

University of Wales Trinity St David 1822-2022

An Unfolding Vision

THE UNIVERSITY OF WALES
TRINITY SAINT DAVID
1822 – 2022



Edited by John Morgan-Guy



TREASURES

The Special Collections of the
University of Wales Trinity Saint David

Edited by John Morgan-Guy



Books written to mark the bi-centenary of UWTSD - photo credit UWTSD.

UWTSD—DigiCentre

Following the formation of a digital skills team for the University within the LLR in 2021 and the rollout of the JISC digital capabilities tool, we launched newly developed resources for staff and students, the DigiCentre.

The innovative centre aims to support the objectives of our new Digital Strategy and provides a gateway for staff and students to develop their digital skills utilising a range of tools, beginning with a self-assessment questionnaire to evaluate current digital skills levels and offering training and development resources to build and develop on those skills. There are recommended learning pathways in Moodle that participants can work through at their own pace and earn digital badges in any of the six competencies, as defined by JISC (the Joint Information Systems Committee).

This work formed part of a case study by JISC which is now published on their website: University of Wales Trinity St David | Building digital capability (jisc.ac.uk)

Following the launch of this service, we were approached by the OU as an example of good practice, and asked to contribute to an open course on digital transformation in Wales. The project will deliver a series of bilingual digital assets and resources to enable HEI's and public bodies in Wales to adopt a more sustainable, inclusive, accessible and healthier hybrid way of working.

The resources will support public bodies plan for hybrid working and a digital future, with the aim to upskill the users of the toolkit, so that they can engage more effectively with new hybrid working environments and digital transformation, whilst maintaining a focus on their wellbeing.

These resources will be made available at no cost to the user via the Open University's free learning platforms - OpenLearn and OpenLearn Cymru.

Head of Academic Services, Sarah Jones, was interviewed about the DigiCentre and the digital skills work for inclusion in these courses.

(Alison Harding)


Wrexham Glyndŵr University

Learning Skills teams provide 1-2-1 support, workshops, and lectures on the skills students need to help them complete their programme of study. This covers three main areas of academic study: Learning Resources, Academic Skills and Digital Learning.

During the academic year 2021 – 22 the Learning Skills team delivered a total of 1181 sessions to 4025 students over a total of 1800 staff hours. This represents a 26% increase in demand on the previous year.

They taught 224 group sessions to 3068 students, an increase of 136 sessions and 483 students. Of the 224 group sessions, 186 were delivered in classrooms, to 2900 students, at the request of academic staff.

The Library and Learning Resources team, and the Digital Learning team continue to grow and develop their capabilities in Digital Learning and Library Services in response to the growing demands and expectations of the student base.

Tîm Dysgu Digidol 12-2 Galw heibio @ Llyfrgell Neu rhwng 9am-4.30pm E-bost: vle@glyndwr.ac.uk Ffôn: 01978 293428		Digital Learning Team 12-2 Drop-in @ Library Or between 9am-4.30pm E-mail: vle@glyndwr.ac.uk Phone: 01978 293428
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Digital Learning support staff and students by offering daily drop-in sessions Monday to Friday.

(Nicola Watkinson)



Excluded Voices 2022

This WHELF conference was held online, on 29th June 2022 and was open to colleagues from libraries, museums and heritage sector organisations across the UK and Ireland. In 2022, we aimed to build on the foundational themes laid in the inaugural ***Excluded Voices*** conference. We addressed the inclusivity and accessibility of spaces (both physical and online) and explored the ways intersectionality of voices can shape policy, collections, services, and organisational culture. ***Excluded Voices 2022*** showcased the ways that we can continue the work to remove barriers wherever we find them

Keynote speakers were **Mymuna Soleman** from the Privilege Cafe, Cardiff and **Teresa Waldron**, who is the founder and Managing Director of Deafinitely Women:— a Derbyshire-based organisation that provides information and educational opportunities for D/deaf & deafblind women.

WHELF Learning & Teaching Group

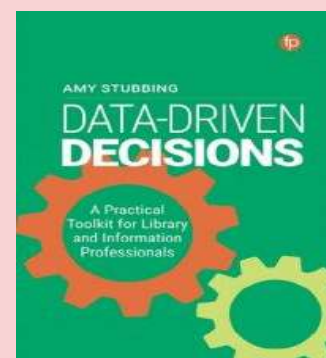
The **WHELF Learning and Teaching Group** held a TeachMeet on the theme of Data Driven Decisions on the 1st September 2022.

Amy Stubbing (@Amyodo), author of ***Data Driven Decisions***, was the key speaker for the event.

Amy is currently Academic Engagement Lead at University of Westminster where she is responsible for strategic planning and development of the learning support provision for the university, including academic liaison and academic learning development.

This was followed by a presentation by John Dalling, Head of Collections at the University of Wales Trinity St David, who is responsible for the Library Collections Team. This team manages the Library's digital and print collections along with the Library systems and discovery services, including the Library Management System, Library Catalogue and website.

John discussed consolidating library data reporting at UWTSD using Microsoft PowerBI .



Archives & Special Collections

The WHELF Archives & Special Collections Group works together to promote and raise awareness of the breadth and diversity of special collections in Wales.

The primary focus of our work over the past year has been supporting each other and sharing expertise to improve the discoverability of archives and special collections.

This year we welcomed Sian Collins to the Group as the new Rep for UWTSD, in her new role as Head of Special Collections and Archives.

We also said goodbye to Doreen Barnaville, who was retiring from her role at Cardiff Metropolitan University. Doreen will be a much-missed member of the Group, but replacement Aimee Jones has already settled in well.

Archives & Special Collections



Summer 2022 marked the first time that the Group met face-to-face since before the 2020 lockdown. We opened up invitations to any WHELF members that might be interested in pursuing a career in archives or special collections.

The meeting itself was held at the National Museum Cardiff and was a hybrid in-person/virtual format to account for an unexpected rail strike. The tours included a visit to Cardiff University Special Collections and Archives, a Women's History Tour Guided walk of Cathays Park led by Sara Huws, Cardiff University's Civic Engagement Officer and a tour of the Main Library in the National Museum.

The Group looks forward to adding these open meetings to its calendar every year, as not only is it an advantage for members to visit each other's collections, it promotes our work to the wider WHELF membership.

WHELF Group News

Customer Services worked together on best practice for “the new normal” following the return to campus after the Covid-19 pandemic. They are planning some user experience work on space in libraries,

The group also relaunched the Cardiff Reciprocal borrowing agreement, which USW has now joined, and discussed relaunching regional schemes such as CLIC and SWAMP.

EDI met regularly throughout the year and worked on the successful *Excluded Voices 2022* event.

Learning and Teaching co-ordinated the successful Reading Lists event with **LMS** and began drafting ideas around data collection to take to the Shared Analytics Group for discussion.

LMS were involved with the IGeLU 2022 conference and four members of the group gave presentations. The WHELF Interlending Plus scheme continued to attract new members.

Research looked into refreshing its membership and co-opting interested colleagues into initiatives and projects and having support for an OA/OR statement in place that encompasses the diverse nature of WHELF members.

WHEEL were involved with the SUPC Metadata Sub Group, representing WHELF and assisting with informing metadata requirements of the new SUPC framework agreement.

Reps from LMS, WHEEL and Metadata groups collaborated on what could be usefully discussed at an Alma Community Zone Workshop – identifying best practice, requirements for the next LMS tender, discoverability options for subscribed and OA resources.

WHELF Shared LMS

WHELF Shared LMS Benefits 2021/22

In 2016 the 9 Welsh higher education libraries, the National Library of Wales and NHS Wales libraries completed the implementation of Ex Libris' Alma and Primo. The benefits of sharing a Library Management and Discovery system continue to be realised.

Cost savings

£150K saved each year on system subscription by purchasing as a consortium. £7200 saved each year as the National Library of Wales provide Welsh translation for all the libraries' system interfaces.

A contract extension was agreed in 2021 which runs until 2026. Collaborative negotiation led to a beneficial outcome for all members.



Igelu 2022 Conference

WHELF hosted the Igelu (International Group of Ex Libris Users) conference in September 2022. Taking place over 4 days in the wonderful surroundings of the Royal Welsh College of Music Drama. It was a hybrid conference with over 700 attendees from across the world.

As well as hosting, WHELF members delivered sessions:
Bronwen Blatchford - "WHELF+ interlending and Rapid ILL"
Alison Harvey - "Unlocking your collections with Alma Digital and IIIF"
Andrew Brown - "Using Design Thinking to create a new process for purchasing"
Jenny McNally - "Working together without a network zone"



Shared Analytics

The shared analytics group have continued to work on creating shared reports in Power BI. They have also looked at how libraries are gathering KPIs.



Discovery/UX

A new group formed to work together on UX around discovery. Each member library is selecting an area to investigate and a UX tool to use. We will share the process and outcome and plan to produce case studies.

WHELF- Interlending

The WHELF+ interlending scheme continues to operate successfully. It maximises collections and delivers cost savings. We now have 15 members and welcomed 3 new libraries in 2022 - Harper Adams, the Natural History Museum, and the University of Cumbria.

In 2022, 4191 items were supplied through the scheme with over £33K saved across the members.

Sharing Experience

As well as monthly meetings to discuss systems issues and share advice, regular development sessions take place. Topics included stock check, Alma Digital, configuring vacation loans and a session with Ex Libris' content team.

In November 2021, we ran 2 online LMS days. WHELF members ran sessions including discovery, ebook workflows and an intro to APIs.



New technology

We monitor for new developments and collaborate to assess the benefit to individual libraries and WHELF. We have investigated Stackmap, Yewno, Rapido and contributed to Ex Libris' Collection Management development.

IGeLU 2022



©The Royal Welsh College of Music & Drama

The annual IGeLU (International Group of Ex Libris Users) conference should have taken place in Cardiff in September 2020, but the worldwide pandemic put paid to in-person gatherings for two years.

Finally, IGeLU was able to come to Wales, and was ably hosted by Royal Welsh College of Music and Drama (RWCMD) which is located very close to the city centre near Cardiff University, Cardiff Castle, Amgueddfa Cymru- Museum Wales and Bute Park.

IGeLU delegates also had the opportunity to visit Cardiff University Special Collections and Amgueddfa Cymru – Museum Wales.

Feedback was very positive, and the consensus was that it was wonderful to be able to meet in person again.

IGeLU 2022



Mark Hughes, (pictured), Head of Libraries - Cardiff Metropolitan University and WHELF Vice-Chair gave a welcome speech on Tuesday 13 September.

Speakers came from all over the world. WHELF is proud to report that four of these are from its member institutions:

WHELF shared LMS: working together without a Network Zone - Jenny McNally, WHELF LMS Business Manager and Gareth Owen, Cardiff University.

WHELF+ peer-to-peer interlending and implementing RapidILL: rethinking document supply at Cardiff University - Bronwen Blatchford, Cardiff University.

Unlocking your collections with Alma Digital and IIF - Alison Harvey, Cardiff University.

Using Design Thinking to create a new process for purchasing from Leganto Reading Lists – Andrew Brown, Swansea University.

WHELF Graduate Trainee NSS project

The WHELF EDI group was established in 2020 and identified areas of potential collaborative work, including the National Student Survey (NSS).

Question 19 of the NSS invites responses to:

The library resources (e.g. books, online services, learning spaces) have supported my learning well”.

The WHELF project aimed to identify and highlight any areas of inequality in university library services across Wales so that action can be taken.

Eight WHELF universities chose to take part.

Cardiff University had done analysis back to 2018 on NSS Q19, looking at protected characteristics available in the dataset—sex, disability status, ethnicity and gender.

A graduate intern, Kia Duplock, was appointed in March 2022 to carry out the review.

Kia and Tracey Stanley presented at *Excluded Voices* and the WHELF Colloquium 2022

WHELF Graduate Trainee NSS project

In line with the NSS publication thresholds, only data that had at least 10 student responses and an overall response rate of 50%, was analysed.

Where response rates were below this threshold, the data was not analysed. Therefore, there were some gaps within the data presented.

Summary points:

- 6 out of the 8 universities analysed appeared to show a higher satisfaction among female students compared to male students, although the differences are small.
- Every university appeared to have different results regarding disability status.
- Some trends towards greater dissatisfaction for students with 'other' disability
- The satisfaction rate among Black students was relatively high every year including 2021.
- No trends emerged in relation to domicile.

WHELF is using the data to make a difference e.g. in building a case to improve accessibility of facilities, sharing with university EDI groups and education committees. and as data and evidence for Athena Swan.



WHELF Annual Colloquium 2022

The 2022 WHELF Colloquium was held online over two half-days on Tuesday 14th and Wednesday 15th June 2022.

Reuniting our communities: Our Libraries, Our Users & Ourselves

The conference celebrated our profession reuniting after Covid -19 restrictions, working together again in our libraries while adopting best practice from the new virtual technology we have adapted to over the last two years.

The aim of our event this year was to welcome back familiar faces and introduce new colleagues who have joined our community during these unprecedented times to the wide range of work going on within WHELF

WHELF Board 2022



WHELF Chair:	Alison Harding
WHELF Vice- Chair:	Mark Hughes
WHELF Treasurer:	Julie Hart
WHELF Development Officer:	Gill Morris
WHELF LMS Business Manager:	Jenny McNally

Aberystwyth University: Julie Hart, Assistant Director for Library Services

Amgueddfa Cymru - Museum Wales: Kristine Chapman, Principal Librarian

Bangor University: Tracey Middleton, Library Collections Manager

Cardiff Metropolitan University: Mark Hughes, Head of Library Services

Cardiff University: Tracey Stanley, Director of Libraries and University Librarian

National Library of Wales: Dr Owain Rhys Roberts, Director of Collections and Public Programmes and Deputy Chief Executive Librarian

The Open University Library: Gary Elliott-Cirigottis, Director of Library Services

Natural Resources Wales: Beth Hall, Team Leader, Knowledge Records & Information

Royal Welsh College of Music & Drama, Cardiff: Judith Dray, Head of Library Services.

Swansea University: Robin Armstrong Viner, Associate Director: Head of Libraries

University of South Wales: Emma Adamson, Director of Learning Services

University of Wales Trinity Saint David: Alison Harding, Executive Head of Library and Learning Resources

Wrexham Glyndŵr University: Nicola Watkinson, University Librarian