



## Annual Report 2009–2010



WHELF (Wales Higher Education Libraries Forum) is a collaborative group of all the university and higher education libraries in Wales, together with the National Library of Wales. It is chaired by the Librarian of the National Library of Wales and its members include Directors of Information Services and Heads of Library Services.

The purpose of WHELF is to promote library and information services collaboration, to encourage the exchange of ideas, to provide a forum for mutual support and to help facilitate new initiatives in library and information service provision.

WHELF actively promotes the work of higher education libraries in Wales and provides a focus for the development of new ideas and services.

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**WHELF Libraries**

Aberystwyth University  
Bangor University  
Cardiff University  
Glyndŵr University  
National Library of Wales  
The Open University in Wales  
Royal Welsh College of Music and Drama  
Swansea Metropolitan University  
Swansea University  
University of Glamorgan  
University of Wales  
University of Wales, Newport  
University of Wales Institute, Cardiff  
University of Wales Trinity Saint David



*New mobile shelving at the Arts & Social Studies Library, Cardiff University*

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*Cover picture:  
Arts & Social Studies Library, Cardiff University*



*Gillian Clarke, National Poet of Wales, Dafydd Wigley, President of the National Library of Wales and Alun Ffred Jones, Minister for Heritage joined Andrew Green at the official opening of the National Library's North Reading Room.*

## Chair's Introduction

For good or ill, competition is wired into the academic and financial anatomy of higher education. Co-operation is not always easy to achieve, even though it is needed more than ever in an era of increasing scarcity. But it is certainly possible. Academic libraries in different institutions have for long worked together to give improved support to learning and research, as well as contribute to the well being of the wider community.

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In Wales WHELF has for twenty years offered a model of how to co-operate for the common good. In 2009–10 its members, building on earlier work, began to develop a new and ambitious prospectus for sharing resources and services, soon to be submitted to the Wales Higher Education Funding Council. Its centerpiece is a proposal for the joint procurement and management of a single library management system (LMS), but it includes other modules also designed to increase utility and decrease costs. We are convinced that our proposals will bring substantial benefits and are confident that they will be embraced both by the Funding Council and the institutions themselves.

Innovation goes hand in hand with co-operation, and WHELF continues to develop new ways of providing services – like joint schemes to give access to e-journals and e-books – and new initiatives like the Welsh Information Literacy Project, which has wide implications for school curricula and indeed Welsh Assembly Government education policy.

It's my privilege as Librarian of the National Library of Wales, itself a significant resource for higher education, to chair the meetings of WHELF, and my pleasure to thank all its members, and our Development Officer, Sue Mace, for the comradely way in which they have made common cause.

**Andrew Green**  
**National Library of Wales**



*Richard Burton Archives: the new home of Swansea University's Archives*



*Chris West, Director of Library & Information Services; Katrina Legg & Elisabeth Bennett, Archivists; and Professor Chris Williams, Director of the Research Institute for Arts and Humanities*

## The Year in Brief

This year *For our Future – The 21st Century Higher Education Strategy and Plan for Wales* defined the twin priorities for higher education in Wales as enhancing social justice and supporting a buoyant economy. This was incorporated into HEFCW's three-year corporate strategy which set out the vision and targets for higher education in Wales by the year 2013. Academic libraries in Wales have a key role to play in helping universities deliver this vision.

Two new initiatives this year offer a different approach to the provision of education in Wales. The Universities Heads of the Valleys Institute (UHOVI) is a ground breaking and exciting new education initiative for the Heads of the Valleys. It is a strategic partnership between the University of Glamorgan and University of Wales, Newport. Working closely with further education colleges and training providers, local communities and businesses, UHOVI will develop industry-specific skills tailored to the needs of the region.

Work has continued all year in preparation for the new University of Wales Trinity Saint David (merging two long-established Welsh universities – the University of Wales Lampeter and Trinity University College). It will offer a new model for post-16 education which brings together further and higher education to offer progression routes and opportunities for communities in the region. It has announced a statement of intent to form an educational group structure with the further education colleges in Pembrokeshire, Carmarthenshire and Ceredigion as well as Swansea Metropolitan University.

The National Library of Wales published *2020: a long view of the National Library of Wales*. There will be major changes in collecting, many propelled by digital developments, and in the way users and collections interact. A much more prominent role is proposed for the Library as an educational institution, and its relationship with local institutions in Wales may well change in radical ways.

Swansea University marked its 90th anniversary this year, and celebrated the completion of a £1.2 million refurbishment project to create the Richard Burton Archives, located within Swansea University's Library. In addition to the Richard Burton Collection, the Archives will



*Paul Riley, UWIC*



*Paul Jeorrett,  
Glyndŵr University*



*Sally Wilkinson, University  
of Wales Trinity Saint David*

house the South Wales Coalfield Collection, the Raymond Williams Papers, and other major collections on the local area and the University.

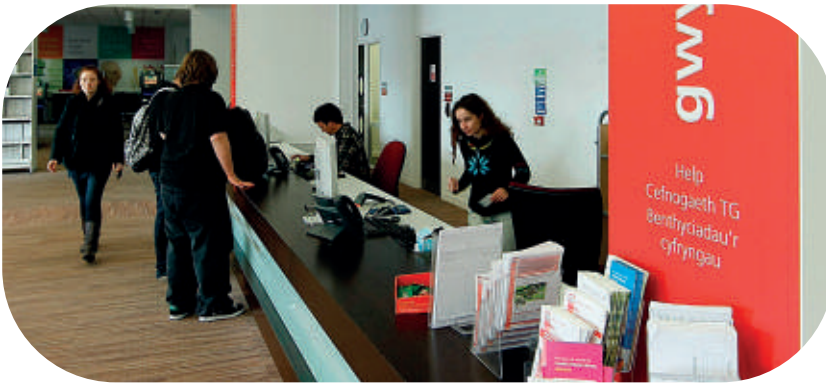
A collection of 14,000 rare and antiquarian library books, some dating from the late 15th century, are being saved for future generations to enjoy. A joint initiative between Cardiff University, Cardiff Council, the Welsh Assembly Government and HEFCW has secured the books' future at Cardiff University. The collection will be held within Cardiff University's Special Collections and Archives (SCOLAR). It is of enormous historical and academic value, including examples of some of the earliest printed books from around 1500, through to special press books produced in the early 20th century.

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This year we said farewell to two committed and energetic members of WHELF. Dr. Andrew Prescott, Manager of Library Services at the University of Wales Lampeter, has been appointed to the post of Director of Research at the Humanities Advanced Technology and Information Institute (HATII) at the University of Glasgow. His scholarship and enthusiasm will be much missed, as will Chris West who is retiring from his post as Director of Library and Information Services at Swansea University. Chris was at the heart of WHELF's substantial achievements – HELP, WALIA, CROESO and the shared services initiative this year – and he helped to shape the busy and active group we see today.

Other WHELF members are taking on new roles within their own institutions. Sally Wilkinson has been appointed Head of Learning Resources for the new University of Wales Trinity Saint David. Her remit is to provide strategic guidance and leadership across the range of learning and research resources. At Glyndŵr University Paul Jeorrett has taken on management of Student Services in addition to the Library. His new title is University Librarian and Head of Student Services. Paul Riley has been appointed to the post of Head of Library and Information Services at UWIC, with responsibility for library services, IT services (user support, corporate systems, communications), academic skills and the student record system.

We congratulate all of them, and also Andrew Green, Chair of WHELF (and National Librarian of Wales), who was among those honoured by the Gorsedd of Bards at the National Eisteddfod for his contribution to the nation, its language and culture.



*ATRIUM, University of Glamorgan*



*Relocated Music Library  
at Cardiff University*

## Collaboration and Partnership

### WHELF shared services initiative

Under the organisational banner of WHELF, higher education libraries in Wales have a long history of successful collaboration. This major new initiative to share services will culminate in a bid to the HEFCW Strategic Development Fund. A key driver for the bid is the link between shared resource discovery and research excellence.

Our vision is a holistic approach to higher education library services in Wales. All university students and staff in Wales will have access to the shared resources and services of a virtual academic library for Wales. This will be based on:

- Shared resources: As well as above 5 million print items, this will include e-resources and shared access to institutional repositories.
- Shared access: This will include access in person, reciprocal borrowing and document delivery.
- Shared services: There will be a pilot project to share a single Library Management System between an initial cluster of universities, along with other shared services like an Electronic Resource Management system.

### Building on collaboration: the WHELF e-book deal

WHELF coordinates a shared e-books collection which provides access to over 600 e-book titles from NetLibrary in a broad range of subjects including health science, law, politics, art, business, economics and history. All higher education libraries in Wales participate in the consortium by purchasing a limited number of titles, and in exchange, gain access to a collection with a value of approximately 100,000 dollars. This collaboration has extended provision and ensured a greater number of e-books are available for use in teaching, learning and research. Work is currently underway to review our existing provision of e-books, seeking new models and platforms for collaboration.



*Express Yourself – Welsh Libraries Arts Competition  
Successful students from Glyndŵr*



*Ruth Jones at the awards ceremony*

### **Sharing the procurement of electronic resources**

Wales is the first country in the UK to jointly procure online news services for public and academic libraries. This joint procurement is coordinated by the National Library of Wales on behalf of Welsh libraries and helps reduce costs and deliver value for money. It is funded by CyMAL: Museums, Archives and Libraries Wales.

Detailed work is now underway within WHELF to explore models for collaborative e-journals procurement in Wales. This may take the form of work already in place in Scotland – the Scottish Higher Education Digital Library (SHEDL) or a WHELF core collection. One of the benefits of WHELF is the opportunity to share information and negotiate together, especially at a time of increasing pressure on budgets.

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### **Leading the Welsh Information Literacy Project**

WHELF is leading the Welsh Information Literacy Project in partnership with public libraries, schools and further education. The rationale for undertaking this project is to raise awareness that information literacy is a key skill in the 21st century, one which can contribute towards the vision and goals set out in *One Wales: A progressive agenda for the government of Wales*:

“Unlocking the potential of Wales’s people is vital to our prosperity. We will equip people with the skills they need, at all levels, to enable them to make the best possible contribution to the economy and their communities, and to fulfil their individual potential.

Our vision is of a society in which learning throughout life is the norm, where the people of Wales are actively engaged in acquiring new knowledge and skills from childhood to old age.”

Information literacy skills are central to digital inclusion. To be information literate, a student must be able to recognise when information is needed and have the ability to locate, evaluate and use it effectively. It is an essential skill for graduates, and as such is taught and supported by all higher education libraries in Wales.



*Y Cwad on the Carmarthen campus, University of Wales Trinity Saint David*

This new project will aim to provide practical evidence of good practice in Wales by developing case studies, which can be used to highlight work across all sectors. It will also begin the process of mapping information literacy across the curriculum by developing a framework which can be used in conjunction with existing skills frameworks in Wales. It should be a top priority that no young person leaves education without the appropriate information literacy skills to function effectively within society and fulfil their potential as an individual.

### **Widening access for students in Wales**

CROESO is a scheme which permits any of the students on a higher education course in Wales (including those in franchised courses in further education colleges) to use any other higher education library for reference purposes. Many libraries are also open to the public for consultation, and there are a number of regional partnerships in place which allow reciprocal borrowing between various libraries.

Students in Wales, in common with all other citizens, are already eligible to have free access electronically to the National Library of Wales, and the National Library is working hard to turn this eligibility into real use, with the aid of agreements with local libraries to create automatic membership.

The next challenge is to widen access electronically. The HAERVI (HE Access to e-Resources in Visited Institutions) project looked at ways of improving the service offered by higher education institutions to visiting students who wish to access licensed e-resources. WHELF is currently undertaking a survey to examine walk-in access to computers, digital collections and e-resources, making the library a better place for all learners.

Already at the forefront of inclusion, libraries across higher education are going beyond their legal obligation to ensure that e-learning materials are accessible to all students and staff regardless of disability. Librarians play a key role in promoting accessibility. Most students with special needs will go to their library resources centre and ask for assistance. Libraries are well placed to offer that support.



*Members of WHELF with guest speakers at a recent meeting*

### **Sharing our expertise**

WHELF is supporting a number of initiatives to ensure that specialist expertise is shared between the various higher education libraries in Wales:

- The WHELF Copyright Group has a focus on sharing knowledge, advice and experience.
- The new Wales-wide Special Collections forum, aimed at librarians curating special collections, will focus on mapping and digitising collections.
- ALIS Wales is a group of LIS professionals working towards the sharing and development of best practice in all aspects of disability support within Library and Information Service provision in the higher education sector in Wales.
- Collaboration and sharing of resources – one example is the Handbook for Information Literacy Teaching (HILT) written by subject librarians at Cardiff University and made freely available on the web.

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### **Collaborating for performance improvement and benchmarking**

As members of the Society of College, National and University Libraries (SCONUL) all WHELF libraries collaborate on the national activities for Performance Improvement and Benchmarking, which includes:

- Investigating and facilitating practical methods of evaluating and improving the performance and quality of SCONUL libraries.
- Disseminating information in this area, providing analytical reports, toolkits and guidance notes, along with opportunities for networking between SCONUL members.
- Maintaining and developing the statistical database, to meet the needs of SCONUL libraries for performance data.



*Self-issue and study lounge in the Bute Library, Cardiff University*



*New Llandough Library, Cardiff University, incorporating the Whitchurch Library collections*

### **Learning from the SWWHEP Virtual Academic Library**

WHELF libraries are gaining valuable data from the Virtual Academic Library project, jointly coordinated by the library services of Swansea University, Swansea Metropolitan University and Trinity University College. The project has delivered:

- Reciprocal borrowing for all staff and students
- Physical and electronic document delivery between the three institutions
- Shared access to library catalogues and if feasible e-resources
- Implementation of RFID technology in all three library services
- Shared storage of low use research material
- An exploration of opportunities for the single management of services between Swansea University and Swansea Metropolitan University
- A coordinated approach to staff development
- Shared implementation of new services and process development

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### **UK Research Reserve (UKRR)**

Cardiff University and Aberystwyth University are both members of UKRR. This collaborative collection, holding print copies of important research journals, is managed and stored through a partnership between the British Library and higher education. The de-duplication of journals across the sector frees valuable space within institutions which can be used by the individual library for whatever purpose best fits its need. Bangor University Library has also secured offsite storage to free the way for its library modernisation programme. All of which have a direct tangible benefit on local students and researchers.



*Researcher Emily Badger examines the thirteenth century 'monk's blood' manuscript at the Roderic Bowen Library and Archives, University of Wales Trinity Saint David*



*Roy Hattersley in NLW researching his book 'Lloyd George: the great outsider'*

## Welsh Repository Network

### Welsh Repository Network

The Welsh Repository Network (WRN) is a collaborative venture between the Higher Education Institutions (HEIs) in Wales to establish, develop and populate a network of interoperable institutional repositories. The establishment of the network was underpinned by the JISC funded WRN Start-Up Project which provided both fiscal and practical support to each WRN partner to aid in the implementation of an effective institutional repository in every Welsh HEI. The current JISC funded WRN Enhancement Project seeks to build on the previous project's work and is investigating the potential of a collaborative, centrally managed model for accelerating the development and uptake of repository services in Welsh HEIs.

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### Welsh electronic thesis harvesting service

In liaison with the National Library of Wales (NLW) and EThOS the WRN is aiming to establish an electronic thesis harvesting system. This will take e-theses from the WRN partner repositories and ingest them into the NLW's repository and provide access via a central, public facing catalogue as well as the EThOS website. There is clear evidence that online availability increases the visibility and usage of theses, and would give Wales a large research advantage and strengthen the Welsh Assembly Government's efforts to improve the impact of research conducted in Wales.

### Mediated Deposit Bureau

The WRN is investigating the creation of a national mediated repository deposit service utilising central metadata and copyright expertise. The aim is to explore whether outsourcing repository record creation enhances the rate of material being deposited and whether the concept of remote mediation results in a successful workflow and embeds into the culture and policy framework of the individual institutions involved. In addition this activity will offer information about the sustainability of the model and provide information on per unit costs of such a service. Work is currently being carried out with three institutions within the WRN: Swansea Metropolitan University; University of Wales Institute, Cardiff; University of Wales, Newport.



*Y Cwad on the Carmarthen campus, University of Wales Trinity Saint David*

### Learning Objects

To enable WRN partners and the wider repository community to continue their engagement with the repository agenda, the WRN are looking to create a series of learning objects relating to a range of repository management topics. It is understood that not everyone involved with repositories can dedicate the time and resources necessary to attend all of the current training opportunities available to them. It is hoped that these learning objects will go some way to filling in the gaps, offering training that can be delivered remotely, at a time convenient to an individual. Three learning objects are currently available to the WRN and the wider repository community. One considers Intellectual Property Rights within Multimedia Deposits. The other two look at the best use of metadata within repositories both generally and for specific item types.

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### Training and Events

As part of its support programme, the WRN hosts a two day dedicated repository stream as part of the annual WHELF/ HEWIT Gregynog Colloquium, comprising of practical workshops, presentations and a face-to-face WRN business meeting. The themes of this year's repository strand were academic engagement and research management with a keynote talk from Sue Hodges, University of Salford looking at 'The Power of the Mandate.'

In May 2010 the WRN organised 'Learning how to play nicely', an event looking at the relationships between repositories and Current Research Information Systems (CRIS), as well as the relationships between the groups that manage them. Jointly hosted by JISC and ARMA (Association of Research Managers and Administrators) at the Rose Bowl, Leeds Metropolitan University, the at capacity event gave attendees the opportunity to learn more about the two types of system and how they can interact through presentations, exhibitions and structured discussion.

### Technical Development

A demonstration Welsh Research portal is being developed to offer a single point of access to Welsh Research. This will provide sophisticated faceted search and discovery by harvesting repository metadata and content from WRN partners and could also allow direct deposit of content for smaller institutions.



*Terry Jones, ex-Python, examining one of NLW's manuscripts with Simon Jones*

## Digitisation

### WHELF Digitisation Strategy

WHELF's strategy is to collaborate, together or through particular alliances, in:

- creating new digital content (or enhancing the value of existing digitised content)
- sharing expertise and knowledge in digitisation policy and practices
- developing mechanisms and supporting materials to encourage take up for teaching, learning and research
- helping to make the research undertaken in Welsh higher education institutions more visible

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The scope for digitisation is endless and libraries are ideally placed to lead the way towards a learning environment without borders. Digital content can encourage and enthuse people to engage with the digital world for a reason – for example, family history.

### Welsh Journals Online

Working in partnership with members of WHELF, the National Library of Wales is currently completing a project funded by JISC, the Library, and the Welsh Assembly Government, to digitise a substantial part of its holdings of 20th-century journals relating to Wales. The material ranges from academic and scholarly journals to current affairs and popular magazines, reflecting all aspects of Welsh life.

### Welsh Newspapers and Magazines Online

This is a three-year project to digitise a high proportion of all out-of-copyright Welsh newspapers and publish the resulting text online for all to search, browse and re-use for free. WHELF supported the National Library's successful bid to SCIF (the Strategic Capital Investment Fund), and is currently supporting an EU convergence bid for Year 3 funding.



*Digitised images from the National Library of Wales (Flickr Commons)*

### **Historic Welsh ballads online for a new global audience**

Historic news once sung on street corners is now being captured online in a virtual resource. 4,000 ballads from 18th and 19th century Wales are launching on a website run by Cardiff University and the National Library of Wales. The songs document the important issues of their day, such as workers' rights and crime, as well as local festivals and village gossip. Funded through a £66,000 grant from JISC, the project has completed a network of digital resources giving access to these precious documents.

The Welsh Ballads project puts in place the final piece of a national jigsaw of digitised ballads. Adding to the ballad collections of England and Scotland, this new archive will help make this a unique and indispensable resource for researchers, students and interested members of the public. This project is part of JISC's continued work to enhance collections of significance, and ensure that resources are not left in isolation, but brought together for the benefit of research, teaching and learning for everyone. Digitisation of the ballads collections was carried out in Cardiff University's Information Services Directorate and the National Library of Wales.

### **Chair in Digital Collections**

Lorna Hughes, currently Deputy Director of the Centre for e-Research at King's College London, has been appointed to a pioneering new post at the National Library of Wales. She will become the world's first ever Chair in Digital Collections. The post, funded for five years by the University of Wales, is the first academic Chair to be established in any national library in the world.

Lorna will undertake and lead academic research on the latest developments in digital resources, while applying their findings to the large digital collections housed at the National Library of Wales. This work spans the creation, provision, investigation, interpretation and conservation of digital collections, including legal issues, the management of data, innovative research methods, and technological developments in access, search and exploitation.



Library, Open University in Wales



Treforest Learning Resources Centre,  
University of Glamorgan

## Continuing Professional Development

WHELF has a very active staff development and training group (WHISD), jointly operated with the IT group HEWIT (Higher Education Wales Information Technology), responsible for a range of activities including a large and successful annual colloquium. There were also two very successful seminars this year organised by the University College and Research Group in Wales, one on marketing and one on learning spaces.

### Gregynog Colloquium 2010

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Every year WHELF and HEWIT organise a residential colloquium at Gregynog Hall, the University of Wales conference centre, for library and IT staff to discuss recent developments and to exchange experiences. A successful feature of the Colloquium is the opportunity for new (and not-so-new) professionals to give a presentation based on their own experience. Other themes in this year's excellent conference included project management, co-operation, information literacy, resource discovery and emerging technologies.

### Welsh Collaboration in Action: supporting higher education in further education colleges

Higher education libraries also have an important role to play in supporting higher education in further education, so each year WHELF organises an event for HE and FE staff – *Welsh Collaboration in Action* – to enable participants to share experiences, get up to date on recent developments and develop individual and shared programmes of action for the future. This year's event was held in June at UWIC with the theme "The student experience". There are also joint email lists to help HE and FE staff share experience and develop collaborative approaches.

### Welsh Libraries, Archives and Museums Conference 2010

Once again the annual conference in May offered an unrivalled opportunity to meet other people active in libraries, archives and museums in all sectors in Wales. The theme was *Hard Times, service survival through innovation*. WHELF organised a very successful half-day seminar which included a paper from RLUK Chair, Phil Sykes on *Academic libraries – demonstrating our value*.

## Representation

WHELF members are represented on a wide range of national and UK organisations. These include:

**AWHILES – the All-Wales Health Information and Libraries Extension Service** – Janet Peters, Cardiff University

**CILIP Wales Executive Committee** – Rebecca Davies, Aberystwyth University; Andrew Green, National Library of Wales; Sue Mace, WHELF; Sally Wilkinson, University of Wales Trinity Saint David

**CILIP University College and Research Group National Committee** – Paul Jeorrett, Glyndŵr University

**CyMAL Advisory Council** – Andrew Green, National Library of Wales; David Learmont, Bangor University

**CyMAL Libraries for Life Advisory Group** – Rebecca Davies, Aberystwyth University; Chris West, Swansea University

**CyMAL Libraries for Life Marketing Advisory Group** – Lesley May, University of Wales, Newport

**CyMAL Libraries for Life Online Services Board** – Lesley May, University of Wales, Newport

**EADTU (European Association of Distance Teaching Universities) Library Task Group** – Josephine Burt, Open University

**JISC Collections Stakeholder Group** – Jeremy Atkinson, University of Glamorgan

**JISC Digital Content Taskforce** – Andrew Green, National Library of Wales

**JISC Film and Sound Think Tank** – Jeremy Atkinson, University of Glamorgan

**JISC Infrastructure and Resources (JIR) Committee** – Jeremy Atkinson, University of Glamorgan

**JISC Resource Discovery Taskforce** – Andrew Green, National Library of Wales

**NHS-HE Forum for Joint Procurement** – Janet Peters, Cardiff University

**North Wales Library Partnership** – Paul Jeorrett, Glyndŵr University (Chair)

**Research Information Network** – Andrew Green, National Library of Wales; Janet Peters, Cardiff University

**Research Libraries UK Executive Board** – Andrew Green, National Library of Wales; Janet Peters, Cardiff University

**SCONUL Executive Board** – Jeremy Atkinson, University of Glamorgan

**SCONUL Working Group on Information Literacy** – Janet Peters, Cardiff University (represented by Cathie Jackson)

**SCONUL Access Steering Group** – Josephine Burt, Open University; Paul Riley, UWIC

**SCONUL Quality Assurance Group** – Paul Jeorrett, Glyndŵr University

**Strategic Content Alliance Wales Forum** – Jeremy Atkinson, University of Glamorgan; Andrew Green, National Library of Wales; Janet Peters, Cardiff University

**UK Research Reserve Phase 1 and Phase 2** – Janet Peters, Cardiff University

**Welsh Information Literacy Project Steering Group** – Sue Mace, WHELF



## More Information

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