## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>One helluva year!</td>
<td>4</td>
</tr>
<tr>
<td>Improving Library space</td>
<td>6</td>
</tr>
<tr>
<td>Supporting teaching and learning</td>
<td>8</td>
</tr>
<tr>
<td>Supporting research</td>
<td>10</td>
</tr>
<tr>
<td>Systems and services</td>
<td>12</td>
</tr>
<tr>
<td>Collections</td>
<td>14</td>
</tr>
<tr>
<td>People</td>
<td>15</td>
</tr>
<tr>
<td>Statistics</td>
<td>17</td>
</tr>
<tr>
<td>Our year in review</td>
<td>18</td>
</tr>
</tbody>
</table>

This and previous editions of *Library Review* can be viewed online at [www.issuu.com.uorlibrary](http://www.issuu.com.uorlibrary)
ONE HELLUVA YEAR!
This has truly been a year of change and challenge.

Our Library Refurbishment Project began in earnest with the contractors (ISG) arriving in the summer, building external and internal hoardings and undertaking various surveys. Unfortunately the latter indicated that the project would take longer than originally anticipated. After careful discussion with stakeholders, in January the University took the decision to move Library study spaces and services to the adjacent ‘URS’ building, currently vacant whilst awaiting its own future refurbishment. Books would remain in the Library building, always accessible to users. This move meant that the Library refurbishment could proceed a bit faster to regain time on its end date. However the move then had to be planned and executed in record time and it is to the enormous credit of Library staff – working alongside University Estates and Facilities staff and the contractors – that it was completed on schedule and both buildings were operating for the users on ‘D-Day’ – 18 April 2017.

Since then Library staff have continued to rise to the many challenges and snags of operating between two buildings, with printed stock in one and services in another (never designed with library services in mind!). The situation has required exceptional levels of team working, collaboration and co-operation both within and beyond the Library, with joint problem solving and thinking the unthinkable often necessary!

Alongside this upheaval it was also business as usual. Not only this, but staff continued to introduce service improvements and to plan ahead. In January we joined forces with nine other UK university libraries to fund the consultancy Alterline’s Library Futures research project, investigating the digital and information literacy of 16-18 year old students pre-university. The results have given us ideas for our future PR and promotion to potential and new students to improve their awareness of what the Library offers them, beyond books and study space.

This session we also made our first forays into ‘UX’ (user experience) investigations and techniques, with a graffiti wall and some behaviour mapping of users in our Course Collection. These have informed our understanding of what students like about this collection and how we can make it easier for them to use. At the other end of the user spectrum, our support for researchers has grown and improved this session, with roadshows, events, training and system efficiencies.

Throughout the session we have been grateful for the support of our University colleagues, particularly Dr Richard Messer (University Secretary and Chief Strategy Officer), Janis Pich (Estates and Facilities Director), Prof Steve Mithen (PVC Research and Innovation) and Dr Phil Newton (Research Dean).

When I reflect on this past session I am more than ever impressed by what has been achieved by the Library staff, on top of the day-to-day work. I thank them all for their commitment, fortitude, initiative, hard work and, last but not least, good humour.

Julia Munro
Director
This session we worked towards further establishing the Library’s £40 million Library Refurbishment Project, a key University investment within its ‘Transform 2026’ capital project programme. The Project upgrades the Library's Ground and 1st Floors – adding study spaces, improving security, upgrading IT facilities, training rooms and Study Advice & Maths Support accommodation, enlarges the café and improves the building’s environmental performance through external cladding, replacement windows, and new heating and ventilation systems. (See www.reading.ac.uk/library/refurb).

In summer 2016, our contractors, ISG, built external hoardings and internal safety walls between public and contractors’ areas, including around a staircase due for demolition. University Branding provided promotional material to decorate them. Discussions and plans progressed throughout the autumn, as did structural surveys, which unfortunately indicated that works might take longer than previously expected.

Fortunately, a solution to regain momentum presented itself. We could refurbish more Library building areas at once if Library services and study space were moved to the adjacent URS building, now empty and available due to planning delays on its own refurbishment. We worked fast. Between February and March, our contractors, ISG, made great strides to prepare URS. During the Easter vacation, Vitra (furniture suppliers) transferred to URS most of our study space furniture, bought during the 2013-14 upper floor Library refurbishment with adaptability in mind. On 18 April we opened URS on a 24-hour basis with as many study spaces as permitted by fire regulations (around 800). This was supplemented by around 900 alternative study spaces located in departments across campus, listed centrally since the autumn term. Also transferred were Study Advice and Maths Support, Café Libro, our Library User Services Information Desk and Course Collection, and IT’s facilities and Support Desk.

Over this session, d+b facades progressed well in installing replacement windows and overcladding on the Library building.
Throughout the project we undertook to keep books accessible in the Library building on floors not currently under refurbishment. To make space, in May and June we moved most journal stock into storage at the Bodleian’s Swindon store, excepting some essential material. In recent years we had significantly increased access to a wider variety of good quality, online academic resources, with a particular focus on online journals. In July, we relocated arts and humanities material (from our 3rd Floor) to two remaining stock floors (2nd and 4th Floors), retaining a small area for self-service machines and Library staff on our Ground Floor.

Our Library building ended this session with its first and third floors, and most of the ground floor, under behind-the-scenes refurbishment, and work to install replacement windows and external cladding well advanced, having begun in the new year.

Adaptable study furniture we purchased 2013-14 was moved from the Library to the URS building at Easter.
As ever, Library staff supported learning across many different sectors this session.

Over summer 2016, many Library staff continued to work hard training academic staff and supporting them in taking on responsibility for new online Reading Lists. We also provided academic staff training across the year through the University’s Centre for Quality Support and Development (CQSD) programme. Sessions included hands-on group training, a session on the pedagogic benefits of reading lists, and a workshop for new staff attending the Academic Practice Programme.

We worked together to refine online tools supporting students’ learning needs. In August, Study Advice and Maths Support launched new webpages within the Library website, further integrating study skills services more closely with the Library. Both teams simplified their pages, with Study Advice also employing the LibGuides platform. This also enables liaison librarians to embed skills advice in their own subject guides. Last session, funded by an award from the University’s Teaching and Learning Development Fund, Study Adviser Kim Shahabudin and Associate Director Helen Hathaway revised and transferred their ‘Academic Integrity Toolkit’ to LibGuides from Blackboard. At a relaunch event this November they explained the rationale for the project and demonstrated the guide to staff. Study Advisers were praised in March by Georgina Kilner, Associate Professor, Henley Business School who told us:

“Just how amazing the Study Advice Team are ... The support we are given is excellent, especially for PGs. Whenever I recommend a student to Study Advice ... the feedback is universally positive and students regret not knowing about it and going earlier. ... You have a great team and a really worthwhile service.”

Our new ‘Academic Integrity Toolkit’ LibGuide was relaunched at a November event.
We also hosted various professional colleagues visiting to exchange knowledge and expertise: University of Kent librarians visited our Acquisitions Team in July; JISC Collections staff visited senior managers in December; University of Essex senior library staff discussed refurbishment, training, information literacy and collections with us in February.

With the move to the URS building at Easter we needed to work quickly to produce guidance on a new two-building context. We produced signs and guiding, blog posts and new videos for the current session and began planning for the 2017/18 session. Welcome Week. However, the Library Videos Team issued a fresh, new 'Welcome to your University Library' video early to train students on language courses who arrive from July.

In January, the Library joined forces with nine other university libraries – Manchester, Glasgow, Leicester, Bristol, Surrey, UCL, Nottingham, Warwick and Sheffield – to fund the Futures research project to investigate the digital and information literacy of students (aged 16-18) before they get to university. The consultancy Alterline is collating and analysing data.
This session we have continued to build up our support for researchers.

This year we developed ways to embed CentAUR, the University’s institutional repository, even deeper into University processes. In August we added our Research Excellence Framework (REF) Compliance Checker tool to indicate whether research outputs are eligible for the next REF process in 2021. In January we enabled CentAUR publications to feed automatically into the new Professorial Review forms designed by the University’s Human Resources and IT staff. In February, at short notice, we used CentAUR successfully to supply University of Reading Malaysia publications lists for submission to MyRA (an exercise in Malaysia similar to the UK REF). Other organisations have cited our good practice: Altmetric referred to our use of the altmetric badge, to indicate social media mentions of the publications in an e-book (https://www.altmetric.com/libraries-ebook/p.52) and blog post (https://www.altmetric.com/blog/altmetrics-for-scholarly-communication-librarians).

Institutional Repository Usage Statistics UK (IRUS) published a case study about our use of CentAUR download statistics in reports to University senior management (http://irus.mimas.ac.uk/documents/Using_IRUS-UK_to_report_to_senior_management-Reading.pdf). CentAUR was further promoted with the presentation of CentAUR statistics as infographics, reaching out to new audiences via social media, in particular with the new @UniRdg_CentAUR Twitter account, which went live in December.

In October new University-wide Open Access Group was formed by the Library, chaired by Research Dean, Dr Phil Newton, and reporting to the Open Access and Research Data Accessibility Group. This group will help to further the involvement of academics in Open Access, and we will look at issues around Open Access locally, nationally and internationally. October also saw international Open Access week take place, and various members of staff involved in Open Research took a pop-up display to different venues around campus, along with an “Orchid for an ORCID” competition which encouraged research staff to sign up for an ORCID (an Open Research and Contributor ID).

We also set out our research publications strategy in an article: Johnson, P., Rowlett, K. and Sutton, A.
In September we launched our blog ORRB (Opening Research at Reading Blog), aiming to 'help researchers to manage and communicate the outputs of their research' (blogs.reading.ac.uk/open-research). Following on from this, in March our Open in Practice conference aimed to stimulate conversation, showcase benefits and encourage adoption of Open Research methods. Academics, publishers and data specialists addressed 90 University researchers and research students and research support staff from Reading and beyond. The conference was a resounding success, generating useful discussions, ideas and potential for further collaboration in this area.

Dr David Sutton, our Director of Research Projects, co-ordinates three projects based in the University Library which are recognised and funded with British Academy Research Project (ARP) status: the Location Register of English Literary Manuscripts and Letters; the WATCH copyright project (a world-wide project tracing and listing copyright holders); and FOB (a sister project to WATCH, listing firms out of business in the worlds of literature and publishing). David's other activities included: managing the Diasporic Literary Archives project and editing a forthcoming book on diasporic archives; chairing both GLAM (the UK Group for Literary Archives and Manuscripts) and the Section for Archives of Literature and Art (SLA) in the International Council on Archives (ICA); and contributing to teams creating 'Basic Principles on the Role of Archivists and Record Managers in Support of Human Rights' and 'Basic principles for Safe Havens for Archives at Risk'.
SYSTEMS AND SERVICES

In August Symphony, our Library Management System, moved to a new server. The new ‘Software as a Service’ (SaaS) solution should achieve a more robust system with less down time than our previous local server. Most functionality was quickly restored, although we had to work around a technical problem to restore online Inter-Library Loans requests. We upgraded systems again in July 2017, partly to improve security.

Our online Reading Lists system, using Talis Aspire software, is now well established. By the start of the 2016/17 session, all 34 schools and departments were represented, with 1,047 out of 1,364 lists published and made available to students. We also provided 2,378 ‘live’ scanned extracts of published materials via the Talis Digitised Content system. In May our rollover process duplicated published lists as drafts for list owners to check and publish for next session.

In April we introduced a new virtual enquiry service when Library buildings are staffed by security only or closed. A ‘Need help?’ box appears on our home page inviting Library users to chat online to professional librarians around the world working remotely using our website and other information we supplied. Unresolved issues are referred back to us during staffed hours. We subscribed to this service in the third tranche of UK higher education libraries joining a SCONUL agreement with OCLC.

We are now operating services from two buildings, since opening the URS building in April for services and study space. Library staff divide their time between buildings during the day and maintain late evening and weekend opening of the URS building. We are grateful that the University funds security staff to open the Library building late evenings and weekends, and the URS building overnight.

Our new virtual enquiry service allows students to get help from librarians working remotely beyond staffed hours in Reading.

Mapping how students used Course Collection contributed to understanding User Experience (UX) of their Library and how refurbished space should be arranged.
Other technical advances included a **change to producing borrower cards** for Associate Members of the University and External Borrowers which additionally allow Library building door access and photocopying. After discussion amongst our Information Skills Group and liaison librarians, in March we introduced an **improved interface for our E-journals Finder** which allows searching within journals on Summon and labelling and limiting by Open Access or Peer Review.

In March, we embarked on a **behaviour mapping exercise**, along with a ‘graffiti wall’ for user comments, in the Library building’s Course Collection space. These were our first steps in employing some newly learned UX (User Experience) techniques to enhance our understanding of how students use our services and what they want from them. We learned that people welcomed quiet study space beside high-demand material but our Hold Shelf was not understood by everyone. To overcome this we updated our help information and Enterprise catalogue labelling.
There were many changes this year which impacted our physical collections. In February, after a collaborative effort between the Systems Team and Collections Services Team, our records were added to Copac, the public access catalogue of libraries in RLUK (Research Libraries UK), of which Reading became a member in 2015.

We instantly saw a dramatic increase in the number of inter-library loan requests being submitted to us from other institutions as a result of the exposure of our library catalogue holdings, demonstrating that there is much print material of interest to other libraries in our collections.

In the preceding year there had been a great deal of planning what to do with our collections while the Library building was being refurbished. The decision had been made to temporarily store a large number of journals off-site, to enable all the books in the library to remain accessible while the refurbishment was carried out. We approached the Bodleian Library, Oxford, and reached an agreement whereby we would store these journals at their purpose-built storage facility in Swindon. While it had been anticipated that this would happen in the 2017/18 academic year, the move to the URS building meant that times for the moves were brought forward. The Bodleian Library was very helpful in accommodating us, and the journals were all moved to their temporary home by the end of June.

We also worked with Fundraising this year, who were very keen to start a Library appeal for alumni, in order to raise funds which would go back to the Library to purchase extra copies of books in high demand. Alongside their donation, alumni had the opportunity to write a note to future students, to appear on a book plate in one of the new books purchased by the Library. This successful campaign raised over £18,000, which was spent on extra copies of books.

Finally we continued to expand our range of e-resources this year. Highlights included the purchase of the Telegraph Historical Archive, 1855-2000; the Nature Archive 1869-1949, which gave us access to the entire run of Nature online up to the present day; Drama Online: Shakespeare & Early Modern Drama videos; International Herald Tribune Historical Archive, 1887-2013; Routledge Historical Sources: History of Feminism; and many more e-books and journal backfiles. We also took out new subscriptions to Aerial Digimap; Orbis Bank Focus; OECD Statistics; and Oxford Scholarly Authorities on International Law.
Our Associate Director, Academic Liaison and Support, Helen Hathaway retired in April after nearly 32 years of University service. She was the Centre for Applied Language Studies (CALS) librarian 1985-1992 before transferring to the University Library as Assistant (Reference) Librarian (Scientific Subjects). She became Science Floor manager, initiating our first liaison team to improve interaction with science departments, before formal designation as Science Faculty (subsequently Liaison) Team Manager. Later she also became the Library’s first Information Skills Coordinator – playing to her innovative, positive and proactive approach in discovering better ways to plan and deliver information skills teaching, meshing with subject discipline teaching and learning. In 2011 she became the Library’s first University Teaching Fellow. In January 2014 she joined the Library’s Senior Management team in a new post of Head of Academic Liaison and Support, this year re-titled as an Associate Director. In 2015, a true lifelong learner, she became a Senior Fellow of the Higher Education Academy. Her approach and qualities have driven her engagement in numerous professional activities, including SCONUL, and an extensive network of contacts which she always ‘joined-up’ for mutual benefit. Her contribution has been immeasurable, especially within teaching and learning activity and development, where its impact and influence will last long.

As from July, our new Associate Director, Academic Liaison and Support is Kerry Webb, formerly Liaison Team Manager, Arts and Humanities/Course Support Coordinator. In her former role, Kerry was busy this session. Besides co-ordinating our online reading list project – on which she presented a paper for Ireland’s Academic and National Library Training Cooperative (ANLTC) in January – in February she successfully completed the Leadership Foundation’s women-only leadership development programme, ‘Aurora’. In March, with academic staff from the English Literature, and Film, Theatre & Television departments, Kerry was a member of a team receiving a 2017 University Collaborative Award for Outstanding Contributions to Teaching and Learning.
From August, the University Library took on management of the Institute of Education (IoE)’s Learning Hub, which provides resources to support students’ teaching practice and study, within our Social Sciences and Business Liaison Team. After providing cover until December, we appointed Louise Cowan, formerly one of our Trainee Liaison Librarians as Manager. Hub resources are still purchased by the IoE.

We continue our dedication to staff training and development. Besides taking part in our own weekly Staff Development Hour programme, staff continue to seek external qualifications. In February, Paul Johnson, Associate Director (Collections, Research & Space), was accepted on the LIBER Emerging Leaders programme, an international leadership development programme for librarians. UK librarianship qualifications are regulated by CILIP (the Chartered Institute of Library and Information Professionals). Claudia Ricci, Collection Management and Liaison Support Librarian, qualified as a new chartered member and Natalie Guest, Document Delivery Co-ordinator/Liaison Librarian, earned CILIP revalidation. In July, Caitlin McCulloch and Bethan Davies took up three-year trainee liaison librarian posts for new professionals seeking chartership. They will benefit from a range of liaison, functional and supervisory experience, plus mentoring and a training budget. Additionally, this year we supported two Graduate Trainee Library Assistants for a year before their librarianship/information science studies: Lucy Shott and Sophie Dorman gained experience in both process and subject teams.

Library staff took part in Investors in People (IiP) re-accreditation surveys and interviews in July. Subsequently we were delighted to again achieve a silver award under the new standard.

Other retirees this session were Acquisitions Library Assistant Su Hemson; Library User Services Library Assistant Susanne Treloar; and Cataloguing Library Assistant Helen Westrop and Library Attendant Dave Winchcombe, both after 16 years’ service.

We now manage the Institute of Education’s Learning Hub through Manager, Louise Cowan (left). She is assisted by Ancillary Technician, Charlotte Pinkney.

Bethan Davies (left) and Caitlin McCulloch took up two of our three post-qualification/pre-chartership Trainee Liaison Librarian posts.

Library Attendant Dave Winchcombe, retired.
# Statistics

## Number of Registered Library Users

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>18,595</td>
<td>19,315</td>
<td>19,478</td>
</tr>
<tr>
<td>Staff</td>
<td>3,753</td>
<td>2,710</td>
<td>1,633</td>
</tr>
<tr>
<td>External users</td>
<td>503</td>
<td>494</td>
<td>339</td>
</tr>
<tr>
<td>Total</td>
<td>22,851</td>
<td>22,519</td>
<td>21,450</td>
</tr>
</tbody>
</table>

## Library Staff

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time equivalent</td>
<td>78.7</td>
<td>80.38</td>
<td>81.63</td>
</tr>
</tbody>
</table>

## Library Space

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total gross floor area managed by the Library (sq m)</td>
<td>9,905</td>
<td>9,905</td>
<td>10,258</td>
</tr>
<tr>
<td>Total number of study spaces</td>
<td>1,319</td>
<td>1,319</td>
<td>1,251</td>
</tr>
<tr>
<td>Number of open access workstations (PCs)</td>
<td>191</td>
<td>191</td>
<td>184</td>
</tr>
</tbody>
</table>

## Information Resource Provision

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total catalogued print stock</td>
<td>1,081,985</td>
<td>1,082,461</td>
<td>1,082,880</td>
</tr>
<tr>
<td>Number of print books added to stock in the year</td>
<td>7,994</td>
<td>8,827</td>
<td>10,580</td>
</tr>
<tr>
<td>Number of e-books for which the Library has paid</td>
<td>374,345</td>
<td>418,358</td>
<td>510,141</td>
</tr>
<tr>
<td>Total number of periodical titles purchased</td>
<td>23,364</td>
<td>45,329</td>
<td>46,333</td>
</tr>
<tr>
<td>Number of full-text items held in the institutional repository available externally</td>
<td>3,999</td>
<td>5,248</td>
<td>6,687</td>
</tr>
</tbody>
</table>

## Library Use

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of unique loans (not including renewals)</td>
<td>201,105</td>
<td>155,170</td>
<td>143,627</td>
</tr>
<tr>
<td>Full text article requests</td>
<td>1,725,152</td>
<td>1,800,210</td>
<td>2,290,708</td>
</tr>
<tr>
<td>Section requests for e-books</td>
<td>1,020,909</td>
<td>1,665,247</td>
<td>2,299,856</td>
</tr>
<tr>
<td>Total number of users entering the Library during the year</td>
<td>1,279,614</td>
<td>1,298,371</td>
<td>953,499*</td>
</tr>
<tr>
<td>Number of library staff hours spent delivering information literacy training</td>
<td>992</td>
<td>958</td>
<td>914</td>
</tr>
</tbody>
</table>

## Annual Library Expenditure

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total information resource provision expenditure</td>
<td>£2,912,100</td>
<td>£3,132,541</td>
<td>£2,978,493</td>
</tr>
</tbody>
</table>

*Not comparable with previous years due to study space moving to URS building in April 2017*
• AUGUST 16
  • Library Management System moved to hosted service.
  • Study Advice and Maths Support websites added to Library site.
  • Research Excellence Framework (REF) Compliance Checker tool added to CentAUR.
  • Lucy Shott and Sophie Dorman appointed Graduate Trainee Library Assistants.

• OCTOBER 16
  • Alternative study spaces (whilst Library under refurbishment) advertised, including new Study@TOB2 and Free Room Finder tool.
  • Library celebrates Open Access week.

• SEPTEMBER 16
  • Library Instagram and ORRB (Opening Research at Reading Blog) begin.
  • Library Assistant, Su Hemson retires.

• NOVEMBER 16
  • New People Development sessions supporting researchers introduced.
  • Academic Integrity Toolkit relaunched as a LibGuide.
  • Natalie Guest, Document Delivery Co-ordinator/Liaison Librarian, earns CILIP revalidation.

• DECEMBER 16
  • CentAUR @UniRdg_CentAUR Twitter account launched.
  • Library joins consortium project (run by Alterline) on future students’ digital and information literacy.
  • Louise Cowan (formerly Trainee Liaison Librarian) starts as Institute of Education Learning Hub Manager.

• JANUARY 17
  • Decision taken to move Library services and study space to URS building to speed up Library building refurbishment.
  • CentAUR publications start feeding automatically to new ‘Professorial Review’ forms.
**FEBRUARY 17**
- Contractors start preparing URS building as Library space.
- ‘Graffiti wall’ gathers user views on Course Collection.
- All our collections now on Copac, a catalogue of over 100 UK and Irish national, university and research library collections.
- Erika Delbecque (also University Museums and Special Collections Services Librarian job share) becomes part-time Study Adviser.

**APRIL 17**
- Staff, Library study space and services relocated to URS building.
- Library 1st and Ground Floors handed to contractors.
- Virtual Enquiry Service launched.
- Helen Hathaway (Associate Director, Academic Liaison and Support) retires.

**MARCH 17**
- Behavioural mapping survey of Library Course Collection.
- Kerry Webb contributes as liaison librarian to team awarded University Collaborative Award for Outstanding Contributions to Teaching and Learning.
- ‘Open in Practise’ conference at Reading
- Library fundraising appeal to UoR alumni begins.

**JUNE 17**
- Relocation of books from 3rd Floor to 2nd and 4th Floors begins.
- New ‘Welcome to the University Library’ video includes both Library and URS buildings.

**MAY 17**
- Relocation of print journals to the Bodleian’s storage facility in Swindon begins.
- Library Assistant Susanne Treloar retires.

**JULY 17**
- Library 3rd Floor closed and handed to contractors.
- Kerry Webb (formerly Liaison Team Manager, Arts and Humanities/Course Support Coordinator) becomes Associate Director, Academic Liaison and Support.
- Trainee Liaison Librarians, Caitlin McCulloch and Bethan Davies, join our staff.
- Investors in People re-accreditation interviews.