M25

CONSORTIUM
OF ACADEMIC LIBRARIES

Annual Report
2012-13

Wellcome Library

Wolfson Reading Room – the Weiner Library

Sussex Library

Contents

Cover Images: Wellcome Library (top), Sussex Library (bottom left), St George's Library (bottom right)

WEC library – King's College London

WEC library – Kings College London

WEC library – Kings College London

Chair's Report

It may have been the heavy snow on 18 January 2013 that left the Chair stranded and alone in Brighton without the support of the Steering Group at the Consortium's 2013 Planning Day. It may have been a slight hiatus after successful completion of the Search25 and E-BASS25 projects. Whatever it was heralded a year of significant change and transition for the M25 Consortium.

In January 2013 John Gilby (M25 Administration and Project Manager) retired after 15 years of dedicated service to the Consortium. Two months later, Nikki Randall (Administrator) returned to Australia. Fortunately, Claire Hackshall (cpd25 Administrator) remained a tower of strength and commitment throughout the ensuing months.

If Search25 was the buzz word for 2012, "search for a new home" became the strapline for some of 2013. Sincere thanks are due to LSE and their staff for the support and accommodation they provided for the M25 Support Team over many years. The transition to a new home at Room 653, Senate House Library, University of London, was completed seamlessly by July 2013, although those closely involved may occasionally have qualified the move with other terms such as "up to our necks in it" or "just in time". Senate House Library and the University of London have proved to be very patient and welcoming hosts and the Consortium looks forward to a fruitful and successful life at its new HQ.

The new strategy for 2013-16 was launched at the 2013 AGM and work is under way on delivering objectives associated with the key areas of developing staff; shared services; influencing, partnerships and policy; advocacy; events; and efficient and effective infrastructure.

An immediate post-AGM requirement was to enable the M25 Consortium's website to enhance the Consortium's activities rather than promote enhancement products of a different nature. Significant work has been carried out to address some serious issues that were compromising the Consortium's web presence. These difficulties have been successfully resolved and we are able to start 2014 with a clean bill of health in this domain.

As summer advanced into autumn, and working closely with the University of London's HR Services, we were able to commence recruitment to the two vacant posts of M25 Executive Manager and M25 Administrator. It is pleasing to report that Thomas Baldwin joined the Consortium as Executive Manager in January 2014. Thomas comes to the Consortium with experience of how consortia work through his role as Project Officer at CERL (Consortium of European Research Libraries). Recruitment of a full-time administrator began in January 2014 and, on completion, will mean that the M25 Consortium of Academic Libraries will be 100 per cent shipshape and in good order to take forward an exciting agenda for 2014 and beyond.

Sincere thanks are due to the Treasurer (Caroline Lloyd), the Secretary (Beth Adams), the two cpd25 Chairs (Antony Loveland up to July 2013 and Michelle Wake who took over this important role in August 2013), Claire Hackshall (cpd25 Administrator) and our temporary administrator colleagues, Jeni Smith and David du Plessis. Thanks too are due to all Steering Group members for their contributions in this transition year – from the exciting developments in Customer Services to another successful

cpd25 programme, from the exhilaration of the 20th anniversary event to the Joy of Sharing conference – and, of course, to each and every individual colleague in all our 57 member libraries. You have made it possible for us to deliver events, activities and projects during 2013 and will enable us to go from strength to strength in future years.

John Tuck
Chair of M25 Consortium of Academic Libraries (2010-14)

Treasurer's Report

Income from subscriptions in 2012-13 amounted to £148,149. There was also income of £7,084 from sponsorship and bookings at the M25 Conference.

Consortium costs included: Support Team staffing costs; space charges at LSE; charges for the annual financial review and associated financial advice; the rebuild and transfer of the M25 website; production of marketing materials and the event to mark the 20th anniversary of the Consortium.

At the end of the 2012-13 financial year the reserves stood at £99,829. Taking possible risks into account, it is estimated that the Consortium needs to have reserves of approximately £87,300 in the 2013-14 year.

As a charitable company the Consortium undergoes an independent examination of its financial accounts each year. Kingston Smith were appointed to continue with this activity at the AGM in April 2012. The full financial report that they prepared for 2012-13 has be made available to members in the papers for the 2014 AGM.

Stepping down as Treasurer at the 2014 AGM, I would like to take this opportunity to thank all the various members of the M25 Support Team, past and present, for their amazing hard work on the Consortium's finances over the last seven years.

Caroline Lloyd
Treasurer (2007-14)

Cpd25 Review

Supporting continuing professional development for all staff has long been a key theme for the Consortium, and the programme of events for 2012-13 yet again provided excellent and timely sessions. For this many thanks must go to my predecessor Antony Loveland, Chair of cpd25 until August 2013, the members of the cpd25 Task Groups and the M25 Support Team, as well as the many speakers, facilitators and trainers who turned horizon-scanning into relevant and cost effective development opportunities; opportunities which in 2012-13 attracted 658 attendees from within the Consortium and beyond.

A wide range of innovative topics were covered including "Digital Scholarship, Resources and Research" and "Changing Your LMS: The Good, The Bad and The Ugly". Events also covered different user needs, for example

"Access to Libraries: Supporting Dyslexic Users", "Engaging Students: Obtaining and Using Feedback in Libraries and Universities" and "Support for Researchers". In addition, the programme reached out to a variety of staff with events from "Applying to Study LIS" to the "SLA Conference 2013: Navigating Networks" to "Moving Beyond Management: Lessons for Aspiring Leaders".

Visits to libraries, providing opportunities for networking and learning from best practice, have continued to prove popular, as has the Professional Qualification Series, a timetable of workshops that has become a "must-have" for early career professionals as well as providing refresher and introductory sessions for a host of staff categories.

Staff keeping up-to-date is pivotal in maintaining and demonstrating the relevance and impact of our library services in what is a tough economic climate. cpd25 looks forward to supporting that need into 2013-14 and beyond.

Michelle Wake
cpd25 Chair
Librarian
UCL School of Pharmacy

Search25

Search25 is the one-stop access point to the library catalogues of over 50 institutions within the M25 Consortium. Since 2012 it has been running as part of the M25's catalogue of online services, and is maintained by Graham Seaman, of LibreTech.

Search25 has run steadily over the past year with little "down-time" and no major issues; the system has shown itself to be robust and reliable. There have been many minor changes and updates, and one major innovation: the creation and publication of a Search25 interface to the *Exlibris SFX link resolver*, with the help of Jeremy Acland of Queen Mary, University of London. Following this, Serials Solutions also integrated a Search25 option in their 360 Link product. Both have since been in regular use.

Minor changes have mainly been at the request of particular institutions, though these changes have sometimes led to more general improvements. Examples include modification of the Marc handling routines to cope with RDA publication information, following a request from Kingston University; and improvements to the library map subsystem following a bug report from the University of West London.

Other change requests have come from the University of the Arts, City University, the Wellcome Collection, Buckinghamshire New University, the University of East London, Imperial College, and the Royal Botanic Gardens. Some of these requests have been due to a change of Library Management System (LMS) supplier at particular institutions. Search25 will now interface with one additional LMS: Vubis, from Extensity. This was required to add the Horniman Museum to the list of institutions Search25 can search via Z39.50.

In addition to the Horniman Museum, Ravensbourne and St Mary's University, Twickenham have also been added to the searchable institutions this year. However, work on adding two further new institutions has stalled, and we have lost the ability to reach two previously searchable institutions. In general, where there are such problems they have been related to a lack of communication between library and IT department (or supplier) rather than purely technical issues.

Overall it is pleasing to see Search25 up and running as a continuous service of the M25 Consortium, after the completion of the Search25 project in 2012, funded by Jisc's Resource Discovery Programme. We are looking forward to the further development of the service in the future.

Graham Seaman
LibreTech

Search25 promotional material – ask your Library Team about these today!

Posters
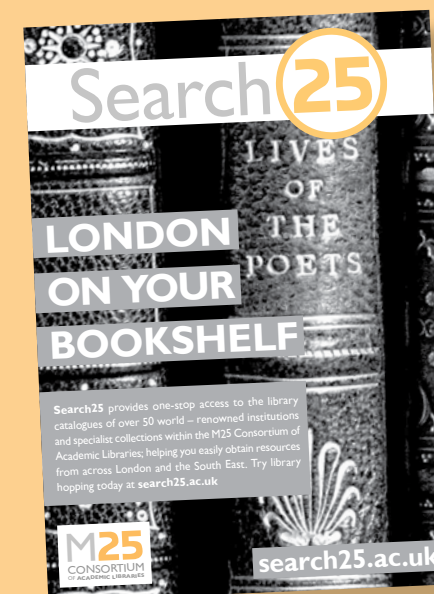
Bookmarks

Oyster Wallets

M25 Advocacy and Outreach

Advocacy and outreach nationally and internationally were important features of the year. There were many opportunities for M25 Consortium colleagues to present to wider audiences the outcomes of key Jisc-funded projects such as E-BASS25 (E-Books Acquisition as a Shared Service in the M25 Consortium), Search25 and WATER (Walk-In Access to Electronic Resources).

cpd25

Antony Loveland, cpd25 Chair, gave a presentation on 10 years of cpd25 at the Ying-Yang of Future Consortial Collaboration and Competition Conference, held at the Chinese University of Hong Kong in May 2013.

French connection

In the same month, the Chair gave a presentation on the M25 Consortium to a French audience at the Journées des bibliothèques universitaires et de l'IST, organised by the Ministère de l'Enseignement Supérieur et de la Recherche.

E-BASS25

In March 2013, the Jisc-funded E-BASS25 project was completed. All outcomes, including an animation film on e-books business models, are now available at: **ebooksguidance.jiscinvolve.org**. The Chair gave a presentation on E-BASS25 at the CILIP Executive Briefing on 23 May and on 15 July alternated with Anna Grigson (LSE) on presenting similar findings at a Jisc/SCONUL Library Systems Programme Workshop in London.

WATER and SCONUL

The WATER report, with significant M25 Consortium input, was published by SCONUL and made available at: **sconul.ac.uk/ publication/water-walk-in-access-to-e-resources**. Just round the corner from the SCONUL office at 101 Euston Road, the M25 Chair and Secretary presented at a Shared Services Symposium (22 April), organised by SCONUL, bringing together regional consortia with a view to identifying synergies and areas of potential shared service.

Search25

Search25 should not be forgotten. In a cramped and crowded room in the Viereckhof, Kardinal-Wendel-Haus, Munich, the Chair spoke about Search25: Sharing Library Resources to Offer Users More. This formed part of the programme of the 2013 LIBER Annual Conference in Munich.

John Tuck
Chair

Periodicals room – LSHTM

Reading room – LSHTM

LSHTM

LSHTM

M25 20th Anniversary Celebrations

It was entirely appropriate for the 20th anniversary celebration of the formation of the M25 Consortium to be held at the Stationers' Hall, home of the City of London Livery Company for the Communications and Content industries. The company was formed in 1403 when the Mayor and Aldermen of the City of London approved the formation of a Guild of Stationers consisting of booksellers who copied and sold manuscripts and limners who decorated and illustrated them.

The wood panelled rooms, stained glass windows and chandeliers provided a very grand back drop to the celebrations for members and guests, who were royally entertained by an accomplished string quartet.

In the Chair's speech, John Tuck looked back at some of the events of 1993, from the abandoned Grand National and the signing of the Maastricht treaty to the bowling of Shane Warne, the latter leading nicely into an introduction to the guest speaker, David Hepworth, a keen cricket fan himself as well

as a writer, broadcaster and editor. David gave a fascinating and perfectly formed speech describing the significant changes in the speed of communication, in particular the power of twitter.

The consensus was that the evening was a great success, an opulent location and a joyful occasion of networking and socialising to celebrate the success of the first 20 years. Roll on 25…

Ann Cummings
Brunel University

Record of M25 Officers and Staff

Chairs:		
John Tuck	April 2010 – April 2014
Nick Bevan	June 2007 – April 2010
Robert Hall	June 2003 – June 2007
Anne Bell	June 2000 – June 2003
Brian Murphy	June 1998 – June 2000
Jean Sykes	June 1996 – June 1998
Denis Heathcote	June 1994 – June 1996
Fred Friend	1993 – June 1994

Secretaries:		
Bethan Adams	April 2012 – April 2014
Sandy Leitch	June 2009 – April 2012
Adam Edwards	June 2008 – June 2009
Maureen Wade	June 2005 – June 2008
Suzanne Enright	June 2000 – June 2004
Roy Williams	June 1998 – June 2000
Brian Murphy	pre 1997 – June 1998

Treasurers:		
Caroline Lloyd	June 2007 – April 2014
Nick Bevan	June 2004 – June 2007
Keith Webster	June 2001 – June 2004
Denis Heathcote	June 1997 – June 2001

NB possibly no treasurer before June 1997

cpd25 Chairs		
Michelle Wake	August 2013 – present
Antony Loveland	August 2011 – July 2013
Mary Nixon	July 2007 – July 2011
Jean Yeoh	2002 – July 2007

Staff			
Thomas Baldwin	2014 – present	M25 Executive Manager
Claire Hackshall	2009 – present	cpd25 Administrator
Gianina Harvey	2014 – present	M25 Administrator
Graham Seaman	2011 – present	Search25 (still works for M25 on an hourly paid basis)
Charlotte Falconer	2014	M25 Administrator
Amy Oliver	2014 – 2014	M25 Administrator
David Du Plessis	2013 – 2014	M25 Administrator
Norrel Linton	2013	M25 Administrator
Jeni Smith	2012 – 2014	M25 Administrator
Nikki Randall	2012 – 2013	M25 Administrator
James Riding	2012 – 2012	Search25
Lydia Parsonson	2012	M25 Administrator
Vicky Falconer	2010 – 2011	M25 Administrator (she also temped 2008 to 2009 to cover the cpd25 post)
Andrew Amato	2009 – 2011	M25 Web Services Project Officer
Suzy Ball	2007 – 2008	cpd25 Administrator
Genein Cox–De Sousa	2006 – 2009	M25 Administrative Assistant
Dave Puplett	2005 – 2007	cpd25 Administrator
Madurika Rasaratnam	2004 – 2006	M25 Administrative Assistant
Roy Williams	2003 – 2008	Accounts auditor
Caroline Holebrook	2002 – 2004	cpd25 Administrator
Fraser Nicolaides	1999 – 2004	M25 Link, M25 Systems Team Project Officer
John Gilby	1998 – 2013	M25 Link, M25 Systems Manager, M25 Administration and Projects Manager

Customer Services Group

The M25 Customer Services Group had a very busy year during 2013, of which the highlight was the conference. Entitled "Professionalism and Engagement in Customer Service", the conference was held at King's College on 7 November 2013 and focused on the professionalisation of customer service within the library sector and how staff and customer engagement can help us to provide an improved service.

The morning concentrated on staff engagement with a keynote speech from Andrew McMillan. Andrew is a consultant specialising on this topic and he gained his authority on the subject through many years working for John Lewis, culminating in responsibility for the customer experience across the UK stores. Customer Services Team Leaders from King's College London discussed the practical application of some of Andrew's themes. We also had speakers from the Institute of Customer Service and training provider Accelerator Solutions. The focus shifted in the afternoon to how libraries engage with customers to improve customer service and featured a speed presentation session on feedback and a chance for networking and ideas sharing amongst delegates. The conference was closed by Helen Loughran from Leeds Metropolitan University speaking about the impact of genuine customer engagement on their service and their NSS scores.

The conference was well attended by over 100 delegates from across the M25 Consortium and beyond. It was also extremely well received with 97 per cent of delegates rating the speakers good to excellent.

The conference presentations are available on the M25 website.

Work of the Task Groups

The M25 Customer Services Group was formed in April 2012 when we held a kick-off event which introduced the aims of the Group and many of you signed up to become task group members. Since then, the task groups have been working really hard to achieve their aims. Here is a brief update on what they have been doing:

Benchmarking

Chair: Lis Hannon (**e.hannon@ucl.ac.uk**)

Original aim: One of the main tasks of this group will be to construct a benchmarking repository and facilitate the submission of data, leading to a wide range of useful information being available to all.

Progress: Considerable work has been done on the Benchmarking database which will allow members of the M25 Consortium to easily compare customer service related data across all participating institutions in the Consortium. This data will facilitate benchmarking to help define services (eg, comparing charges, loan periods, etc.) as well as find out about which institutions are offering different services (eg, social media, book sorters, roving) so you can compare your offering or find helpful contacts. This ground-breaking new tool will be beta-tested and launched in 2014.

Communications and Events

Chair: Angus Brown (**a.brown@imperial.ac.uk**)

Original aim: This group has broad aims to assist us all in knowledge sharing via the M25 Staff Room, events and conferences. The group will also work closely with cpd25 to plan relevant training courses.

Progress: The Communications and Events group organised a very successful free event in February 2013, called "Customer service in libraries: sharing successes and solutions". A short summary and photos of the event are available on the M25 website.

The Communications and Events group also helped organise the Group's conference, in particular the networking session on customer feedback. In 2014 the group will be turning its attention to ways we can communicate and knowledge-share without leaving our desks, through social media and other forms of electronic communication.

Quality in Customer Service

Chair: Christina Lewis (**clewis3@ucreative.ac.uk**)

Original aim: This group will focus on providing mutual support for libraries applying for recognition via customer service standards, as well as investigating a range of methods for achieving quality in service provision.

Progress: The group has put together some useful case studies and information about customer service standards, which are now available on the M25 website. The group also has a huge amount of other resources and case studies underway, most of which will be ready in 2014. These resources will cover quality measuring tools, KPIs, enquiry management tools and numerous pieces of work around best practice in customer service.

Service Improvement

Chair: Matthew Brooke (**m.brooke@rhul.ac.uk**)

Original aim: This group will deliver on measures where we can work together to improve customer service, such as Mystery Visiting. They are also considering developing some case studies with examples of best practice.

Progress: The group has been working on mystery shopping guidelines, which have included practice mystery shopping exercises. The group has also been considering the advantages of having dedicated customer services staff or having staff that are split between the front line and the back office. A successful event was run to debate the issues in conjunction with cpd25 in December 2013 and a case study will follow on the M25 website in 2014.

New members

Huge thanks to all the task group members who have worked so hard in helping the groups to achieve their aims in 2013. We would like to welcome any new members in 2014 that would be interested in the work of the Group and who have a little bit of time to really contribute to achieving the aims. Please do get in touch with the task group chair directly or email Erin Caseley, chair of the Customer Services Group, if you are interested.

The M25 Customer Services Group Steering Group:

Erin Caseley, Libby Homer, Jan Haines, Lis Hannon, Angus Brown, Matthew Brooke and Christina Lewis

M25 Steering Group Members 2012-13
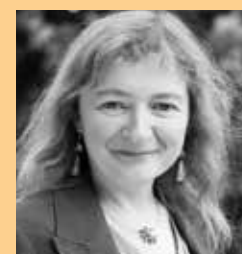
John Tuck

Bethan Adams

Caroline Lloyd

Michelle Wake

Simon Bevan

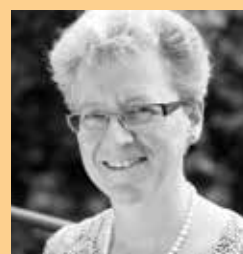**Angus Brown**

Erin Caseley

Ann Cummings

Louise Doolan

Kitty Inglis

Martin Scarrott

Cathy Walsh

Chair: **John Tuck,** Royal Holloway, University of London

Secretary: **Bethan Adams,** St George's University of London

Treasurer: **Caroline Lloyd,** London School of Hygiene & Tropical Medicine

Chair cpd25: **Michelle Wake,** School of Pharmacy

Members: **Simon Bevan,** Director of Library Services and University Librarian at Cranfield University

Angus Brown, Imperial College London

Erin Caseley, King's College London

Ann Cummings, Brunel University

Louise Doolan, British Library

Kitty Inglis, University of Sussex

Martin Scarrott, St Mary's, University College, Twickenham

Cathy Walsh, University of East London

Cpd25: Take Up

2012-13 proved to be yet another extremely busy year, with the usual high levels of interest in cpd25 events and visits.

The member institution with by far the highest level of attendance of staff at cpd25 events was King's College London, followed by the University of the Arts, City University, Goldsmiths, the University of Sussex and Imperial College London.

There continued to be a very healthy interest in the cpd25 programme by non-member institutions from all around the UK, with library staff from as far afield as Falmouth, Cardiff, Liverpool, Glasgow, Leeds and Dublin attending events throughout the year.

The cpd25 task groups have continued to be very active and enthusiastic; with the main item of note here being that Task Group 5 [User Resources & Services] has now merged into Task Group 3 [Operations Management] to form a "super-group"!

Another notable event that took place in the summer of 2013 (as well as moving to Senate House Library) was the launch of the new cpd25 website.

Claire Hackshall
cpd25 Administrator

Periodicals – Senate House library

Senate House library

Introducing the new M25 Executive Manager

Cranfield University Library

I was delighted to be recruited to the role of Executive Manager of the M25 Consortium in late 2013. This followed a redefinition of the role of Administration and Projects Manager, from which John Gilby retired in January 2013 after many years' service.

I started work at the end of January 2014, having previously worked in The Hague office of the Consortium of European Research Libraries (CERL). I started my library career in the library of the postgraduate City Law School, London (then called Inns of Court School of Law), before studying for my MA in Library and Information Studies at UCL. Immediately after completing my thesis, I moved to The Hague to work in The European Library (TEL), based in the National Library of the Netherlands. TEL was at that time making the transition from a service owned by the national librarians of Europe to a service for all research libraries across the continent; a process in which I had a hand. I then worked for a number of years at CERL, the consortium specialising in work with libraries' early printed collections, raising their profile through work in various EU-funded projects.

I am very pleased to have joined the M25 Consortium at this time of significant change. As the new Support Team is being formed and taking up residence in Senate House Library, it is great to be part of this new chapter in the Consortium's life and to help facilitate that process. The last few years' austerity in library and information services seem so embedded now as to be the norm that will continue for the coming years. Collaborative work through consortia is one very effective means of keeping library services developing and innovating at an affordable cost to individual libraries, providing added value for libraries and their users. I look forward to helping M25 not only to maintain its existing services and programmes, including the excellent cpd25 training programme, but also helping it develop new services and activities for its members.

In order to connect further, and at a more individual level, with M25's members, I will be conducting a series of interviews over the next year with all the directors/M25 contacts of the member institutions. I look forward to meeting you and discussing your wishes for the future of the Consortium.

Thomas Baldwin
M25 Executive Manager

As Revel Barker stated in the story of the first 50 years of the University, "visitors to Cranfield in the summer of 1944 were unlikely to be deeply impressed with one aspect of the in-depth research work being carried out there: teams of dedicated men, all wearing darkened goggles, pedaling furiously around the barrack square on Walls and Eldorado stop-me-and-buy-one ice-cream tricycles. They were, inquiries would reveal, RAF fighter pilots intent on improving their night flying vision…"[1]. Things have clearly moved on since then…

Cranfield University, the latest member to join the M25 Consortium, was officially founded in 1946 as the College of Aeronautics at an RAF station just under 50 miles north of London at Cranfield in Bedfordshire in response to the government's recognition of the importance of aviation in both war and peace.

In 1969 the College of Aeronautics became The Cranfield Institute of Technology incorporated by Royal Charter with full degree awarding powers, and in 1993 changed its name to Cranfield University.

Cranfield is an entirely postgraduate University with four Schools: Applied Sciences, Engineering, Management, and Defence and Security (based at the Shrivenham campus where, since 1984, Cranfield has had an academic contract with the MOD). There are currently almost 4,500 students, but this number is augmented by a significant number of professional learners on Executive Development programmes.

The University has three libraries. The Kings Norton Library on the Cranfield campus was designed by Norman Foster and opened in 1992. The building was described by the Guardian as 'the perfect example of a mature Foster building. Every piece is beautifully made, every proportion is effortlessly right; every tone is an essay in tasteful grey restraint.' The Management Information Resource Centre is based within the School of Management on the Cranfield campus, and The Barrington Library, which became part of the University Library Service in 2013, serves staff and students at the Shrivenham campus. Also since 2013, the Central Careers service has been part of the Library Service.

[1] Barker, R (1996), *Field of vision: the first fifty years of Cranfield University*, Cranfield University Press, p11

Stirling Library reading room – Senate House Library

Senate House library

The service has a history of involvement in funded research, including an early project funded by the EC establishing links from the Library system to the full text of Cranfield theses, through to projects relating to the management of access to grey literature (MAGiC), the embedding of institutional repositories within the institution (Embed) and more recent projects including the Journals usage statistics portal (JUSP) and Institutional Repository Usage Statistics (IRUS) – looking at the development of COUNTER compliant repository statistics.

The main strength of the physical collection lies in the significant collection of aeronautical reports, in particular those emanating from the Aeronautical Research Council and the Royal Aircraft Establishment.

Recent service developments include the integration of the university Careers Service into the library, taking the lead within the HE community in offering library services to alumni, and the move to ensure improved support for researchers by encouraging information specialists to provide local support within the schools.

The British Library Web Project

Have you ever stopped to think about the websites, webpages and data that have been allowed to slip away since the internet was created? Don't. As a librarian and information professional, it will cause you sleepless nights and worried mornings! After all, we all think twice about disposing of a book or a journal if we don't think we would get hold of a copy ever again.

Thanks to the Statute of Anne (1710), legal deposit of books, journals, magazines and newspapers became law. There have obviously been amendments to this statute throughout the years. The Legal Deposit Libraries Act 2003 reaffirmed legal deposit of all print materials and laid the foundations for digital deposit. On 5 April 2013 the legal deposit Libraries (Non-Print Works) Act was passed. The British Library along with the other five Legal Deposit Libraries (National Library of Scotland, National Library of Wales, Bodleian Library at Oxford University, Cambridge University and Trinity College Dublin) were now in a position to start the process of collecting, storing and preserving the nation's memory in the digital age, including e-journals and articles, e-books, e-newspapers and websites – even blogs.

After years of planning, building, and testing systems, on 6 April 2013 the British Library flicked a number of switches and started to collect e-journals and articles. By the end of December 2013 the Library had ingested and made accessible 130,000 articles, from just three publishers. More publishers will soon follow and e-books will be ingested by the Library later in 2014.

On 8 April 2013 a focused crawl of 1,100 NHS Reform websites was carried out which collected 180,091,967 URLs, and on 12 April 2013 the first crawl of the UK web domain started. It took until June to retrieve all ".co.uk" websites, which is a total of 4,864,088 websites from which over 1.3 billion URLs have been collected. As well as carrying out a domain crawl twice a year, key web sites are being archived which represent UK organisations and individuals and are of general and enduring interest in a particular sector of the life of the UK and/or its constituent nations. These include sites such as the Conservative Party speeches, which have been archived since 2004 and in November 2013 were removed from the Conservative Party website. Focused crawls are also carried out to create events-based collections, intended to capture political, cultural, social and economic events of national interest. Since 6 April 2013 this has included the death and funeral of Margaret Thatcher, the birth of Prince George and the death and funeral of Nelson Mandela.

All of these archived webpages will soon be available in all of the legal deposit libraries, via their search and discovery systems. Over time the content from the domain crawl will be captured, stored and preserved and held in perpetuity for future generations to view, use and learn from, just as we see now with the books, journals and manuscripts collected since 1710. They will give us an insight into the political landscape, the social history, the economics and even celebrity and hoi polloi opinions of the time.

At present there is a slight irony to the Legal Deposit Libraries (Non-Print Works) Act. If you wish to view any of this digital content, you can only access it via a legal deposit library PC. But for now let's celebrate the Act and its future achievements of changing the research landscape forever. As librarians and information professionals, we can sleep soundly knowing e-books, e-journals, public social media reactions and webpages are here for future generations, just as Magna Carta, the notebooks of Leonardo Da Vinci, the manuscripts of Jane Austen, and the complete works of JK Rowling, they can no longer be deleted or slip away.

Louise Doolan
Head of Reference Services
The British Library

The Women's Library @ LSE

The Women's Library @ LSE is a unique and internationally renowned collection that includes UNESCO-recognised documents, recording the lives of women in Britain since the 16th century.

In 2013, the London School of Economics and Political Science (LSE) took custodianship of The Women's Library from London Metropolitan University in London's East End.

The first task in the relocation process was to create a suitable climate-controlled storage area within LSE Library's existing building to house the huge volume of materials. This involved moving over 60,000 books and pamphlets, 3,500 periodical titles, printed ephemera and press cuttings, and 5,000 objects including posters, photographs, banners and badges. Despite the huge challenge, the move was completed safely and the collection was made available to the public during Summer 2013.

LSE Library now has a range of proposals in place to enhance and preserve the distinctive Women's Library collections to support research and learning. These include ambitious digitisation plans, using the collection to enrich the teaching and research available at LSE, and

enhancing the School's already world-class events programme.

LSE is also currently in the process of building a new Reading Room, Teaching and Activity Room and Exhibition Area for The Women's Library @ LSE within the Library building. The Reading Room opened in Spring 2014 and will be followed by the other new facilities later in the year.

LSE Library has used the acquisition of the new collection to improve access to women's history. By focusing on digital development, the Library made 209 digital resources available to the public shortly after acquiring the collection. The digital projects already launched include The Women's Library @ LSE

(**http://digital.library.lse.ac.uk/collections/thewomenslibrary**), Emily Wilding Davison Online Exhibition (**http://digital.library.lse.ac.uk/exhibitions/emily-wilding-davison-centenary**), with Women's Walks (**http://www.lse.ac.uk/newsAndMedia/news/archives/2013/06/womenswalks.aspx**) due to launch in 2014. Each of these projects has the objective of making The Women's Library @ LSE more accessible to global audiences in the digital age.

The Women's Library@LSE

# Celia Brackenridge Archive: Brunel University

On 6 November 2013 one of our new Special Collections, the Celia Brackenridge Collection, was launched, alongside a symposium on athlete welfare held by the Brunel Centre for Sport, Health and Wellbeing. Celia began her career as a Physical Education teacher, before moving into lecturing in HE, where she pursued her interests in gender and social justice themes as well as the evolution and ethology of territorial sports.

Her collection includes a variety of source material relating to her research into the development of child abuse and child protection research, advocacy and policy in the UK and overseas from the 1980s to 2000s. In the early years the subject of abuse in sport was very poorly documented, so Celia collected case histories from the public domain. These now form part of the collection.

The collection also includes other source material relating to gender relations in sport and to early forms of notational and computer analysis of team sports.

Special Collections are part of Brunel University Library and are available to all by appointment.

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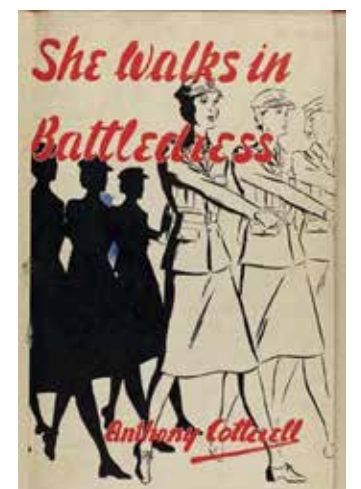
Coping with copyright

Disclaimer Any information or guidance given in this article is based on the author's experience and interpretation of copyright law and licensing and should not be relied upon as legal advice.

After years of hiding under the covers (book covers, that is), 2013 was the year for librarians and other information professionals to face their demons in the battle for long awaited and overdue reform to copyright laws that have long been hindering education and research for UK institutions. The year brought widespread change: a new CLA Licence, with changes to procedures that will have an impact on HEI libraries for a number of years, and a few niggles.

Document supply services and the CLA Licence

In 2012, the British Library (BL) began to use digital originals for document supply services on a wider scale, having negotiated permissions to do so directly with publishers. This included documents supplied via its Higher Education Scanning Service (HESS) for use under the Copyright Licensing Agency (CLA) Higher Education Copyright Licences[1]. However, in late 2012 – early 2013, HEIs woke up to the full impact of these changes: those needing copyright fee-paid extracts from books and periodicals for use under the CLA Licence might receive a copy from a digital original, which could only be reused under the Licence terms by Comprehensive Licence holders.

Many HEIs therefore risked infringing the terms of the CLA Licence and publisher copyright by reusing BL documents, as it was impossible to tell before a document had been supplied whether it would be sourced from a digital original, and whether it could be used under the terms of the CLA Licence held. Furthermore, documents are not refundable.

This left many Basic Licensees without a source of copyright fee-paid documents, given the British Library's unique position as one of a handful of licensed suppliers in the UK, causing great difficulties to those needing to prepare course readings for students. Following urgent discussions between UUK/ Guild HE, CLA and the BL, a temporary amnesty was put in place until 31 March 2013 while a solution was found.

A new CLA Licence

After a few stalled attempts at negotiating a new sector agreement in the previous years, UUK/Guild HE and the CLA recommenced negotiations for a new Licence in 2013. Following the issues with the BL document supply services and the irreversible changes made to their operations, the simplest solution was to update the CLA Licence: merging terms from the Basic and Comprehensive licences to create a single licence, covering print and digital reuse. For the first time HEIs had the flexibility to decide, module by module, resource by resource, how best to supply course readings: as printed course packs, scanned readings in the VLE, digital uploads (all covered by the CLA Licence) or simply as direct access to e-resources on demand under subscription agreements.

The new Licence took effect from August 1st 2013. The CLA introduced other changes to help licensees including introducing a Title Search tool to check whether content is covered for scanning, photocopying/printing out, or digital reuse under the Licence. A new 3-year rotational reporting cycle for digital copy returns is being phased in, to help reduce the administrative burden for HEIs.

Further challenges

Shortly after the new CLA Licence took effect, it came to light that a large number of US publications were seemingly withdrawn from the CLA repertoire from August 1st , causing widespread confusion as in some cases these were publications HEIs had been using for years.

The CLA eventually clarified that in the US, publishers must individually opt in to give the US rights reproduction organisation (RRO) a mandate to authorise other RROs to grant licences for otherwise restricted acts. The CLA therefore does not have a blanket mandate to include the use of US publishers for scanning or digital reuse in UK licences and must instead negotiate with individual publishers. Statistics shared with UUK by Heron PackTracker users (a third of HEIs) suggest that approximately 12 per cent of digital copies supplied under the CLA Licence were affected and would have to be withdrawn. Some disciplines or modules may be more badly hit, some more obvious than others (eg American Studies). However the publishing industry is global, and many UK based academics publish in US owned titles; an HEI could find itself in a position where academics it funds might not be able to use content they have written to teach.

The CLA has concentrated efforts on securing mandates from those publishers which are most used by HEIs, based on reported data. Many since have opted in to the Licence or have extended amnesty periods as a goodwill gesture and to avoid unnecessary disruption to teaching and learning.

Copyright reform: finally an end in sight?

Following the publication of Modernising Copyright- which outlined the government's proposals to reform statutory exceptions to copyright recommended in the Hargreaves Review- the Intellectual Property Office has drafted statutory instruments to reform copyright law in the UK. Changes are expected to be implemented into UK law during 2014, and should include provisions to expand the exceptions to include all types of work, and add some legal certainty by preventing contracts from overriding exceptions in most cases.

Ultimately, copyright reform is limited by the framework of the 2001 EU Copyright Directive[2]. Incidentally, the EU is conducting a public Copyright Consultation on copyright until 5 March 2014, extended from 5 February on request from interested parties who needed more time to prepare submissions. The EU would not have extended the deadline for just anyone, so this is a good indication that key players are preparing for battle. Who they might be is unknown, but it is probably a safe bet that they are not representing the interests of users of copyright content, whose role is all too often undervalued: users are tomorrow's content and revenue generators, and if their interests are not adequately safeguarded, everyone will lose.

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[1] Until 31 July 2013, there were two versions of the CLA Licence: Basic (print to print, and print to digital) and a Comprehensive (as Basic, plus the use of e-book/e-journal materials).

[2] Directive 2001/29/EC of the European Parliament and of the Council of 22 May 2001 on the harmonisation of certain aspects of copyright and related rights in the information society: **http://eur-lex.europa.eu/ LexUriServ/LexUriServ.do?uri=CELEX:32001L0029:EN:NOT**

M25 Member Libraries

Anglia Ruskin University Birkbeck, University of London Brunel University
Buckinghamshire New University Canterbury Christ Church University
City University (London) Courtauld Institute of Art Cranfield University
Goldsmiths, University of London Heythrop College, University of London
Horniman Museum Imperial College London Imperial War Museum
Institute of Development Studies Institute of Education King's College London
Kingston University Lambeth Palace Library London Business School
London Metropolitan University London School of Economics and Political Science
London School of Hygiene & Tropical Medicine London South Bank University
Middlesex University Oxford Brookes University Queen Mary, University of London
Ravensbourne Royal Botanic Gardens, Kew
Royal Central School of Speech & Drama, University of London
Royal College of Art Royal Holloway, University of London
Royal Society of Chemistry Royal Veterinary College Saint Mary's University
School of Oriental & African Studies Senate House Libraries
St George's, University of London The British Library The British Museum
The Open University in London The Science Museum
The Wiener Library for the Study of the Holocaust & Genocide
UCL (UCL Library Services) University for the Creative Arts
University of Bedfordshire University of Brighton University of East London
University of Greenwich University of Kent University of Reading
University of Roehampton University of Surrey University of Sussex
University of the Arts, London University of West London
University of Westminster Victoria & Albert Museum Wellcome Library