

## Annual Report

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## 1. EXECUTIVE SUMMARY

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Information Services (IS) aspires to deliver a world class knowledge management service in support of the business of the University, within the context of the University's Strategic Plan 2004-2008 and the Knowledge Management Strategy 2005-2008.

Over the past three years, IS has progressively integrated its core functions, moving towards the delivery of a seamless service for all of our users. A key focus for 2006/07 was the continued achievement of greater strategic alignment of structure to core goals, giving priority to those activities that add greatest value to the University's programmes in research, learning, teaching and knowledge transfer.

2006/07 proved to be a very challenging year for the Group as we balanced the demands of the service with the change processes of the re-alignment and the pressures from the Computing and IT Based Services Review. At the beginning of 2007 our Vice Principal Helen Hayes returned to her native Australia. The appointment of her successor, Professor Jeff Haywood, was confirmed in June.

The following section of this report (Section 3) outlines the role of Information Services within the University of Edinburgh, highlighting the key areas of activity for 2006/07.

Section 4 provides a brief overview of the re-alignment process; the key issues and changes for the 2006/07 year, including the impact on the Group of the University's *Computing and IT Based Services Review 2006*.

Finally, Section 5 focuses on the main functions of Information Services, outlining the primary activities and reviews IS's contribution to the overall achievement of the University's Strategic Plan targets. This includes the progress of IT projects as well as developments in e-learning and libraries.

## 2. THE ROLE OF INFORMATION SERVICES

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Information Services began 2006/07 with a plan to realign our units into functionally determined divisions. Following the recommendations of the Computing and IT Based Services Review in September 2006, we began the process of integrating MIS into the Group. This required further revision of the realignment proposals and consequent structure. As the former IS units had been reconfigured functionally, the integration required a remodelling of the structure to blend the MIS functions appropriately. By March 2007, it was agreed that an eight division structure was most appropriate. The integration process was completed by 31 July 2007 with staff and budgets transferring from Central Services Group to Information Services on 1 August 2007.

An organisational chart showing the divisional structure is attached at Appendix 1.

Working within the context of the University's Strategic Plan and the Knowledge Management Strategy, Information Services works in partnership with the Colleges, EUSA and the other Support Groups to deliver a knowledge management and information service that supports a world class university.

The role of IS is to support and enhance the business of the University by:

- understanding the business of our users and supporting the achievement of their objectives
- making our services easy to use and effective
- being clear about our services resources and performance
- being efficient in the use of resources by reducing duplication and improving productivity.

To this end, IS provides a wide range of services and undertakes a variety of projects aimed at developing new and improving existing services.

Over 35,000 users access the services we provide:

- Sustainable information and communication technologies
- A robust and resilient IT infrastructure
- Collaborative learning tools
- Research Computing services
- Accessible information resources and library services
- Professional expertise and advice on the adoption of new technologies and the future direction of information services and systems

Our strategic direction is guided by the University's Strategic Plan and we set our annual objectives in line with the core strategic and cross-cutting supporting goals.

#### Core strategic goals

- Excellence in education
- Excellence in research
- Excellence in knowledge transfer and commercialisation

#### Cross-cutting supporting goals

- Quality infrastructure
- Quality services
- Quality knowledge management

### 3. REVIEW OF RESOURCES

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IS comprises c.600 staff distributed across 7 service Divisions:

- Applications
- Digital Curation Centre
- EDINA & Data Library
- IT Infrastructure
- IT User Services
- Library & Collections
- Library User Services

In addition there are central administration teams, attached to the Vice Principal's Office, which provide support for planning, finance, HR and estates.

In 2007, the Edinburgh Compute and Data Facility (ECDF) became a part of Information Services. This facility will form the central core of the Research Computing Service supported by Information Services.

IS received an allocation from the University budget of £16m for the financial year 2006/07. This funds the core salary budget of £11m; the materials budget of £3.6m; and the Infrastructure fund of £1.4m. In addition IS earned net income of £2.3m to support both the salary and non-salary spend in each of the Divisions.

## 4. REVIEW OF ACTIVITIES

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As partly outlined in section 3 above, the recommendations from the Computing Review had a significant impact on Information Services. As a result, a few minor changes were made to the realigned structure to enable the formation of the Applications Division. Minor adjustments were also made to the composition of the original Divisions.

This led to an extremely challenging period with IS staff experiencing unprecedented levels of change. It is testament to their professionalism and determination that the impact of these changes on the users of our services has been kept to a minimum.

This section outlines Information Services primary functions and sets out the key activities and performance against plan for 2006/07.

It should be noted that the applications function for this period lay primarily with Central Services Group and as such is treated with a light touch in this report.

### **Functions**

This section sets out the activities IS identified in the 2006/07 plan. These are presented by functional area and, within that structure, by university strategic goal.

### ***IT Infrastructure***

#### **Excellence in Education**

##### **Learning and teaching spaces**

In 2005/06, a new Learning & Teaching Spaces Advisory Group was established to advise EPAG on the development and management of learning and teaching spaces. Our primary goals for 2006/07 were focused on identifying potential opportunities to create spaces fit for the medium term, taking into account changes in learning & teaching practice as well as the introduction of higher levels of technology; and the delivery of a University-wide seminar to promote informed debate on these issues.

##### **Achievement of Goals:**

During 2006/07, the Audio Visual Technology Section was involved in a number of new build and refurbishment projects. The increasing volume of such projects has resulted in significant strain on the Section's resources throughout 2006/07. The refurbishment of Appleton Tower during summer 06 was particularly challenging. Three contingency lecture theatre locations were created in Adam House while work continued on the Appleton Tower AV installation within very difficult physical and timescale constraints. A major success of this project was the creation of the Universities first Teaching Studio, a highly interactive group teaching space designed by AVTS in collaboration with academic colleagues from Science and Engineering.

Information Services invested additional funding in this area to recruit an AV Project Manager which has assisted significantly in reducing the backlog of project design and planning. Major new build projects at the planning stage included the Informatics Forum and the New Vet School, in addition to refurbishments in the Medical Quad and the Hugh Robson Building.

AVTS supported the goals of the Learning and Teaching Spaces Advisory Group through the appointment of a project officer to deliver the University-wide seminar. This enabled a review of existing learning and teaching spaces across the University in addition to examining future requirements and trends. The seminar ran on 19 January 2007 and was considered by those attending to be very successful. The subsequent report will be used jointly by Estates & Buildings and Information Services to inform future planning in this area.

## **Excellence in Research**

### **Infrastructure Support for Research**

Our primary goals in this area were: the expansion of support for the Edinburgh Computing and Data Facility in conjunction with EPCC; the integration of the management of the e-science and University Storage Area Networks; and if the upgrade in speed of the core of the University network to enable large scale research projects which require high capacity networking to be undertaken in more physical locations. It was also noted that SuperJANET 5, the new national network would arrive in 2006/7 presenting new opportunities for researchers.

#### **Achievement of Goals:**

Information Services now provides a significant compute and data facility for the entire research community in the University under the title of the Edinburgh Compute and Data Facility (ECDF). IS was involved in the procurement, installation and bringing into service of the first 512 processor elements of an expected 1500+ processor high-performance compute cluster for the research community.

Four new staff members were recruited in October under eDIKT funding to manage the facility and an existing member of the UNIX section is involved in its promotion. This facility includes both a guaranteed service for which a charge is made and a significant element which is free of charge and available for all research users.

Information Services also took over management of the SRIF funded e-science storage area network (SAN). The Infrastructure SAN was re-architected to include a new high-end resilient tier for mission critical and performance-critical applications. It has also been developed for a broader base of more affordable resilient SATA based storage. Growth in both disk storage and backup has more than doubled over the year on both the Infrastructure and Research SANs and the rate of storage growth on both shows every sign of increasing.

Finally in this area, the new national network, SuperJanet5, was integrated into the overall University network.

## **Quality Infrastructure**

### **Networks**

The 2006/07 goals were: to complete the roll out of higher speed networking to Schools; enhance the wireless networking to enable the University to take part in the UK Eduroam service (to enable staff and students to use wireless networks at other institutions without registration); and to continue tackling resilience and reliability issues for critical services.

#### **Achievement of Goals:**

The upgrade of the EdLAN core will continue with additional multi-gigabit connectivity planned for 2007-09. Following the implementation of new security protocols the Incident Response Reports have dropped significantly since the beginning of June 2007.

There are now well over 300 Wireless Access Points managed by the network team, of which over 100 are in "public areas". An evaluation of various "Managed Wireless Solutions" is in progress.

Two new VPN gateways were purchased to support clients using the IPSec and L2TP/IPSec protocols. As there are no modern VPN gateways which support the PPTP protocol used by 75% of our users, these users will have to remain on the existing gateways or upgrade to using the more secure protocols.

### **EaSTMAN**

It has been a busy time for EaSTMAN, the collaborative project run by the University that provides the JANET service to all HE and FE institutes in the East of Scotland and Stirling, with the closure and relocation of some EaSTMAN sites which have implications to the backbone Network. Progress is being made on resilience to the EaSTMAN network with backup ADSL evaluated and installed in various sites-more backups are being investigated with wireless e.g. Telford.

New PoPs installed at Heriot-Watt University, the Edinburgh College of Art and Merchiston are now in service. The Southern Loop from Herriot-Watt to Napier to the King's Buildings at the Univ. of Edinburgh is now installed and in service to provide additional resilience. The link to Stirling University and the use of diplexers has been abandoned while the circuit is under review as a capacity upgrade is required. The resilience of the Borders PoP due to the redevelopment of the Borders campus is being investigated.

The MAN has successfully migrated from SuperJANET4 to SuperJANET5 with the additional resilience benefits that this brings.

Over the 2006/07 period, availability of the entire network stood at 99.96% with a failure rate of just 0.03%.

Investigation into IPv6 and IPv6 multicast is ongoing.

Power has been identified as the key risk area. EastMAN is looking for an alternative means of power which will provide longer up-time. However, whilst the risk of power failure is high, the likelihood of a long outage is low and there were no long power outages during 2006/07.

#### **Teaching Rooms AV – user support and maintenance**

In the 2006/07 plan, we highlighted the problems associated with this area of support. In particular, where equipment provision has risen (see Section 4.6) the staffing to support users has remained static, with service falling below users' expectations. In addition, enhancement of support over the teaching day is required to include core teaching in the 1700-1800 slot and adequate preparation prior to 09:00 sessions. It was noted that this area required additional staff investment in order to meet demand.

#### **Achievement of Goals:**

Whilst we were unable to increase staffing levels to support for the extended core teaching slots, we were able to release some pressure by appointing a project manager for new installations. The University maintained its level of investment in maintenance and replacement of AV equipment at the 2005/06 of £200k. This is significantly short of the target £450k per annum required to maintain the high quality specifications of AV equipment in centrally resourced teaching spaces and available for loan.

#### **PC Networking**

Support of the Active Directory (AD) is now a very critical area for the University – all of the supported desktops and open access labs and most other desktop systems in the University are dependent upon it. In 2006/07 we expected to receive the first version release of the next Windows operating system, Windows Vista. This would affect every desktop, server and service running on Windows. The need to employ an active directory expert to take on the monitoring and management roles and to proceed with the link to EASE to enable reduced sign-on was identified.

#### **Achievement of Goals:**

A new Active Directory platform driver was developed and released into production, on 9th October 2006, for the switch over to the new IDMS Release 1 system. This has provided increased functionality and resilience in handling the data feed which populates the accounts on the Active Directory platform.

Microsoft Operations Manager was rolled out. This pro-active alert service for Windows file servers is now providing data for historical trend analysis, contributing to the process of capacity planning for future growth.

A project to provide access to pre-payment facilities for printing over the Web was begun in 2006/07 and will be completed in 2008. Further work was completed on the Central Windows backup service as part of an on-going effort to move from a service based on a tape library to a more reliable disk based service. It is planned to expand this over time to cover the rest of the Windows file server infrastructure.

A pilot Instant Messaging Service was implemented.

## **Quality Services**

### **Desktop Services**

As the desktop service expands into Linux and Mac environments, IS identified as its goals the (a) delivery of a well-founded Mac and Linux supported services, and (b) the availability of Windows Vista (next generation of the windows operating system) as a supported desktop reasonably soon after release. There is significant ongoing work required to maintain a supported desktop environment on these, and the Windows platforms. Investment in this area has the potential benefit of releasing staff resources back to Colleges and Schools.

#### **Achievement of Goals:**

A pilot Windows Vista build service was introduced (both 32-bit and 64-bit) enabling computing officers to have early experience of this new operating system from Microsoft. An activation server was brought on line to cope with the new licensing model (previous versions use volume licence keys). There are currently over 9,500 university desktops now using the Windows Supported desktop service.

#### *Macintosh Desktop*

The section has produced a product that will deliver a Mac OSX desktop for both lab and staff machines. During June and July this was rolled out to the Open Access Labs Macintoshes as well as the IS Training Suite. We are waiting on further testing and user acceptability before the service can be rolled out to staff.

#### *Linux Desktop*

The section has standardised on Scientific Linux as the core Linux desktop distribution. The release of major OS upgrades is less frequent than with other offerings and allows us to develop in a more stable environment. The adoption of LCFG with SL5 is progressing well with major support from the School of Informatics.

### **eDiary Service**

IS planned to deliver an eDiary service to all students and integrate staff into the same system during 2006/07. This would require the e-mail system for staff and students to be upgraded to offer a faster service and to provide students with more space for file storage.

#### **Achievement of Goals:**

The e-diary service is now in place for students. The service will be extended during 2007/08 to include staff who do not currently have an e-diary with those staff on "exchange" diary migrating to the new service over the summer 2008 period.

### **24\*7\*365**

There has been considerable pressure to extend the reliability of our systems and produce 24x7x365 support.

#### **Achievement of Goals:**

Significant steps have been taken to ensure resilience in all major systems such that failures can be tolerated without manual intervention.

## **Other Activities**

### **Facilities Managed Service**

The annual replacement cycle in the Open Access Labs took place during June / July replacing 350 desktops. The student laptop loan scheme was enhanced with an additional 10 laptops this year and 20 older models were replaced. The Library OPAC terminals in the Main Library were replaced with cascaded PCs from the labs. All of these were supplied with 15" TFT monitors

### **Telephone & Security Services**

Over 10,500 (compared to 9,600 at the same time the previous year) live extensions were supported by the telephone switch. Voice mail is still being rolled out on a 'request' basis and a migration to a new voice mail server was completed in early 2007.

Telephony over I.P. or VoIP, is gaining momentum in the world at large. By the end of 2006/07 there were around 100 VoIP telephones active on the University NEC-Philips SV7000 VoIP server. However, VoIP still requires a major financial investment with no real prospect, as yet, of call charge savings funding the costly hardware and software needed to run the VoIP systems. There is no current strategy to migrate existing analogue extensions to VoIP but VoIP is the telephony solution in new and refurbished buildings.

There was, as anticipated, considerable growth in the security network which centrally monitors and controls card-access doors and intruder, fire and building management system alarms. As perceived "risks" increase and greater reliance is placed upon technology to provide 24 hour secure access to buildings and areas access control will expand accordingly. The access control technology is moving towards IP connectivity rather than alternative networked solutions. An increase of at least 65 to 85 access controlled doors is anticipated during 2008.

### **Commercial Projects Team**

Information Services has a number of commercial, publicly-funded projects. In particular, the contract with UKERNA continues to further enhance the Janet Videoconferencing Booking Service. Specific items here included implementing Shibboleth-based authentication, developing interfaces enabling interworking of the booking system with a "Schools collaboration service", and improving the scalability of the service to prevent operations staff being overwhelmed by the expansion of JVCS into the Schools sector.

### **Operations**

During 2006/07, two pilot projects were put in place, the first to run an integrated IS Helpdesk based in the Darwin Library; and the second to enable online payment for print credits.

In addition, the four Cybercafé areas within KB Centre and Appleton Tower were completed providing an increase of 87 open access computing points. Some preliminary work carried out in relation to the upgrade of the Appleton Tower computer room.

### ***IT User Services***

During 2006/07 work began on the rationalisation of support to the various user communities, moving college office staff to college support teams and all support group staff brought under the same umbrella support. The outcome of this rationalisation will assist with standards across multiple levels and improved general information sharing. Unfortunately progress has been slower than we would have liked due to technical and contractual difficulties with the SAN storage and resource difficulties on the eduary project where we had hoped to move all staff and students to the same platform for session 07-08.

### ***Library & Collections***

#### **Excellence in Education**

##### **Main Library Building**

The redeveloped Main Library Building will provide an inspirational environment and excellent services for undergraduates, researchers, academic staff and visitors alike. Providing an interface between users, specialists, books and technology within a high quality environment, it will be a learning and research space for all.

The main focus of activity during 2006/07 was concerned with driving forward the project through the design stages, securing planning consent and preparing the building for the commencement of the construction works.

##### **Achievement of Goals:**

During 2006-2007, the following were accomplished:

- All floors were developed to Stage D design
- 5<sup>th</sup> and 6<sup>th</sup> floor—significant design work completed and planning consent received for build

- Work has now commenced on repairing the exterior of the building and redevelopment of the fifth and six floors.
- Over 30 kms of stock, including general collections stock decanted successfully from floors 5 and 6 to Lower Ground and Library Research Annexe(LRA)
- Library Research Annexe, providing over 22 kms of mobile storage was designed, equipped and fully operational by early December 2006.
- Successful removal of staff office space, furnishings, equipment, ref. stock and reading room services from 5<sup>th</sup> floor to temporary accommodation on 2<sup>nd</sup> floor previously occupied by EDINA
- Communication with stakeholders maintained including successful focus groups with students
- The project is driving work on rationalising the collections and making them more legible

## **Excellence in Research**

### **Materials Budget**

Information Services stressed the importance of an excellent, up to date collection of library resources, both digital and historical, in helping to attract and retain researchers as well as being an important part of the research environment. The University responded by investing additional resource to maintain the purchasing power of the materials budget, which historically runs substantially above the rate of inflation.

### **Achievement of Goals:**

Our level of investment in the digital library continues to grow with 70% of the budget now provides access to electronic materials. 30% of the budget now accounts for access to print materials only.

The current practice of maintaining purchasing power at the level of previous years gives Schools and Colleges limited opportunities to grow new collections or further develop existing collections. With this in mind, Information Services instigated a review of Library Collections which will report in mid-2008.

### **Digital Library**

Use of the Digital Library continues to grow, and there is evidence of the impact of the federated search service, Searcher, as a discovery tool, particularly within subject clusters. Full text resources still have the biggest impact, with 36% rise in usage of e-journals, which translates to 2,745,901 full text downloads in 2006/7. E-books collections are growing more slowly but there is 22% rise in use of two of the key resources.

Cost per use is reducing. Two reviews have been undertaken – one comparing 8 key e-journals services, where the cost per use has dropped from £0.62 in 2005/6 to £0.49 in 2006/7. The second review reports on 5 major resources which are monitored annually for the University's Balanced Scorecard – these show a similar trend, with cost per use dropping from £0.57 in 2005/6 to £0.38 in 2006/7.

### **Collaborative retention**

Information Services remains part of the CASS (Collaborative Academic Store for Scotland) scheme; have watched with interest the development of UK Research Reserve, and expect to play a part in Phase 2 of UKRR. Both of these schemes ensure collaborative retention of lesser used materials

### **Scottish Digital Library Consortium (SDLC)**

SDLC's enhanced palette of digital library services and tools has proved popular with users. During 2006/07 IS worked with UHI on the SDLC hosted institutional repository service project, which will be implemented during 2007/08.

Information Services staff provided implementation advice in respect of the SDLC's federated search service and negotiated a reduced subscription which benefited Edinburgh and five other Scottish institutions.

### **Use of Library Online**

The number of hits on Library Online increased by 13.6% on the 2005/06 figure, with a total of 2,998,292 hits for the period.

### **IS Support for Research**

IS recognised the growing demand for centrally provided services to support research. The primary goal in this area was to review support to ensure that all those who conduct research within the Colleges have access to the dedicated and tailored support they need to excel. It was envisaged that integrated services would be designed to enable users to draw upon the blend of support and resources that best suits their own needs. During 2005/06 the development of ERA enabled exposure of University research on the web. It was envisaged that this would continue during 2006/07 with an estimated 500 articles and theses added to the database.

### **Edinburgh Research Archive**

Total number of items in ERA = 1464, with each item getting an average of 20 views per month. There was a slow down in 2006/07 with only 232 items added to the archive.

### **Special Collections**

Special Collections provides a critical research facility for researchers and this is reflected in the 11, 239 reader consultations of the special collections, a remarkable total considering the reading room was on two day service for about half of the year.

- In collaboration with the records management unit, IS continued the work to safeguard the historical record of the University, including input into development of cross university retention schedules and selection criteria for the long term preservation of University web content
- IS acquired a number of items for special collections namely: a copy of a letter from Leon Trotsky dated 1935 declining an invitation to stand as Rector, Alexander Russell Simpson's Lectures on Obstetrics, David Gregory's "Elements of Astronomy" and a collection of Christmas cards with poems by George Mackay Brown
- The Wellcome Trust awarded approximately £50k for the "Unlocking the MD: cataloguing Edinburgh's MD Theses (1726-1930)" project. The University of Edinburgh has been a major centre of medical education for more than 270 years, and the MD theses give unparalleled insight into developments in medical history. For that reason, the MD theses are regarded as a historical resource of great significance. By making high-quality MARC records available online via the Library catalogue, *Unlocking the MD* will expose the collection to a wider and more diverse range of academic scholars and medical professionals
- Library Research Annex - 633 general collections requests were retransmitted to ILL Main Library in the seven months of operation to 31<sup>st</sup> July averaging 80 per month, and retransmissions to Special Collections totalled 515 in the same period, averaging 74 per month. Consultations of Special Collections material at the LRA totalled 248 up to 31<sup>st</sup> July. A very successful Open Day for users and other Library staff was held on 3<sup>rd</sup> August
- The Christine de Pizan AHRC project met the following objectives for 2006/07:
  - The AHRC-funded project 'Christine de Pizan: the making of the Queen's manuscript (BL Harley MS 4431)' met a number of objectives during the year:
  - The transcription of the manuscript was completed, and work is ongoing to make this available as encoded XML text linked to digital images of each folio (<http://www.pizan.lib.ed.ac.uk/maquette.htm>).
  - SIFT, a Dynamic HTML corpus viewer, has been further developed (<http://www.pizan.lib.ed.ac.uk/notes.htm>). A full concordance of the Queen's MS was created, using the Oxford Concordance Program (<http://www.pizan.lib.ed.ac.uk/conc4431ocp.rtf>), and a gallery style view of the digital images of the manuscript has been developed. (This is currently being used Florida State University for teaching and learning). The project will be completed in 2008.

- Phase II pilot stage of the Carmichael Watson (Gaelic material) Project funded by the Carnegie Trust for the Universities of Scotland continued to progress to plan and on-track for a successful completion in August 2007. June 2007 saw the submission of a major research grant proposal alongside academics in Celtic and Scottish Studies, seeking project costs in excess of £900,000, to the Arts and Humanities Research Council. If successful, the bid will support the biggest development phase of the project so far over a three year period. Outcome of the bid will be known early 2008

## **Excellence in Knowledge Transfer**

### **Museums and Galleries**

There were six main public exhibitions held in the Talbot Rice Gallery during 2006/07, including one on Raeburn

### **Museums & Galleries Staff & Volunteer Training Programme**

Museums and Galleries staff and long-term volunteers have benefited from a range of courses from care of paper to customer care to networking at National Museums Scotland. A more strategic outcome of this initiative has been the establishment of a paid one year collections management internship with the Cockburn Geological Collection. Funds were raised from the Scottish Museums Council and the Grant Institute to support an entry level museum professional, now in post 07/08.

### **Collections Guardians Scheme and Lunchtime lectures, launched May 2007**

The Collections Guardians Scheme was developed from findings of the University's Cultural Audit. The Guardians Scheme is a support network focused on identifying, acknowledging and supporting colleagues across the University who protect and preserve the University's unique heritage collections in addition to their 'day job'. The Collections Guardians look after the informal collections of historic objects and teaching collections which are a physical reminder of the academic excellence and innovation at the University of Edinburgh. As part of the scheme, Guardians are provided with in-depth advice from the Museums Support Team, a networking platform on which to voice concerns about the preservation of collections they represent, and tailored opportunities to receive special training on preservation and object handling.

**Cultural Nourishment Lecture series** is new series of talks given by curators of collections, colleagues working with University heritage collections in the Library, Special Collections, University Archives, Lothian Health Services Archive or academic departments, and postgraduate students in relevant fields. Lectures so far have included a talk on the Cultural Audit by Emily Peppers, exploring 'Michael Servetus and one of the rarest books in the world' with Sheila Noble, User Services Librarian, Special Collections and e 'The Royal Infirmary of Edinburgh 100 years ago - An Introduction to the records of the Lothian Health Services Archive' Rosie McLure, Assistant Archivist, Lothian Health Services Archive. To date over 100 members of staff have enjoyed the series.

### **Loans**

06/07 has been a year of unprecedented number of loans from museums and galleries collections:

- *Cain & Abel* sculpture by de Vries, to National Galleries of Scotland for a 12 month display from September 2006
- 14 instruments from EUCHMI, to the Horniman Museum, London for a 4 year display: Sound Designs: The Story of Boosey & Hawkes, from November 2006
- Portrait of Dr John Gillies by Stanley Cursiter, to The Association of Anaesthetists, London for a 12 month display from April 2007
- *Composition* by Pablo Picasso, to National Museums Scotland, for Exhibition: Picasso, Fired with Passio, June to September 2007
- *Going to the Fair* by Pablo Picasso, to National Galleries of Scotland, the Exhibition: Picasso on Paper, July to September 2007

### **Musical Museums**

- An 809-page printed catalogue of the Sir Nicholas Shackleton Collection was published.
- EUCHMI mounted three exhibitions, each opened by the Principal.
  - City of Edinburgh Band at the Reid Concert Hall; a major exhibition,
  - Violin Making in Scotland 1750-1950, in the Laigh Room at St Cecilia's Hall; and

- an exhibition showing some of the treasures of the Sir Nicholas Shackleton Collection at the Reid Concert Hall.
- A successful Clavichord weekend included a Symposium with eight papers, six recitals a workshop in St. Cecilia's Hall, and a Clarinet & Woodwind Colloquium (Celebrating the Collection of Sir Nicholas Shackleton) was held at the Reid Concert Hall.
- The international significance of the Collection was recognised by the Scottish Executive, EUCHMI being one of only ten Scottish museums awarded Recognition status in the first round of the Significance scheme

### **IPR for Learning and Teaching Materials**

IS has taken the lead in developing the University policy for ownership and management of IP in learning and teaching materials, both physical and digital. In 2006/07 our goal was to implement an advice and guidance service for authors of such materials. This work will be coordinated with that being carried out for IP in research.

### **Achievement of Goals:**

IS established an IPR Advisory Group, as a virtual advisory group the respond to IPR questions.

### **Quality Services**

#### **Collections Reclassification Project**

The period 2006/07 was the first year of this three year project to tackle the reclassification of books from Dewey to Library of Congress, on the third and fourth floors of the Main Library.

### **Achievement of Goals:**

The project is well underway with a total of 70,399 volumes reclassified by 31 July 2007.

### **Quality Knowledge Management**

#### **Repositories**

The increasing importance of digital repositories to many activities within research, learning and teaching has led IS to set up an overview group to devise a coherent strategy for managing repositories and search engines. During 2006/07 our goals were: to extend the collections policy to encompass digital objects as well as physical objects; to implement a more systematic use of metadata across IS and Schools; expansion of the e-Reserve collection under the new CLA licence; and EDINA/DL services would be better integrated and presented via federated searching to maximise uptake.

### **Achievement of Goals:**

There is increasing importance of digital repositories to many activities within research, learning and teaching. The primary focus in the year in question has been on the Publications Repository for the Research Assessment Exercise; but IS has also carried out work in understanding the difference sorts of repositories required, carried out a metadata review of the types of metadata in use, and commenced work on establishing a Trusted Digital Repository to ensure long term preservation of items in repositories.

### **Other Achievements**

#### **Lothian Health Services Archive**

Lothian Health Services Archive were awarded a fourth successive grant (£121,000) from the Research Resources in Medical History programme of the Wellcome Trust to continue its nationally recognised conservation work of preserving 20th-century folder-based archival case notes

## *Library User Services*

### **Excellence in Education**

#### **King's Building and Easter Bush**

IS, in partnership with S&E and MVM, planned to seek capital and external funding for the KB Library & Learning Resource Centre and the Easter Bush Veterinary Study Landscape.

#### **Achievement of Goals:**

A firm of architects, Bennetts Associates, was contracted by Estates & Buildings to conduct a feasibility study on IS accommodation at KB. Several options were identified and costed, and it was agreed that the most feasible would be to relocate the Robertson Library, demolish the building and construct a new build, which would be linked on one floor to the KB Centre. Funding is now being sought for a full design and has been included in the University's fund-raising campaign.

#### **E-learning tools and systems**

Information Services identified the need to invest strongly in e-learning but recognised that additional funds were required to enable the faster progress desired by students.

#### **WebCT**

IS have planned to procure and implement WebCT Vista as the first stage of replacement of the current version, Campus Edition 4, by July 2007. The change-over was planned for summer 2007 at the latest. Over 50% of our UG students currently make some use of WebCT for their courses. An overarching aim of WebCT Vista and future VLE implementation, is to provide a robust central core service which allows for local enhancements where needed. Prof David Dewhurst is leading an IS review to look at the longer term options for the University MLE/VLE. Like EUCLID this review will be far reaching as it affects all members of the University and will need to align to all major systems.

#### **Achievement of Goals:**

WebCT Vista was implemented on schedule. The MLE/VLE Review has now progressed to the project stage and a Project Board, under the convenor-ship of Professor Lesley Yellowlees (Chemistry), has been appointed.

#### **E-Assessment**

The use of online assessment by objective testing is expanding, mostly formative as summative is limited to some degree by facilities in which to hold exams. The E-Assessment Project will continue to explore software and hardware options for enabling traditional essay and short answer exams to take place using laptops or tablet PCs, and objective testing on desktop or laptop PCs. Evaluation with students has been positive, and several courses are interested in exploring this further. This will have a knock-on effect across IS, with additional support required to transform computing labs into examination rooms and back to computing labs. Equipment and software will be expanded using ISC funds but progress will be limited by the loss of the dedicated IS staff complement whose external funding will end in early 2006/07.

#### **Achievement of Goals:**

An additional dedicated member of staff to focus on assessment was appointed in August 2007. Online assessment, both formative and summative, is now routine in an increasing number of courses, and further growth in demand is anticipated. Funding has been secured to allow one floor in Adam House to be equipped with power so it can be used for computer based examinations, which should ease some of the pressure on computer labs. In response to questions raised by students and boards of studies, research is being undertaken in the first half of 2008 to explore the differences (perceived and real) between typing and handwriting essay-exams, and further trials of the essay exam software are being undertaken. A new development which is generating a great deal of interest in Schools, and which should facilitate the provision of richer feedback for students, is digital marking.

#### **E-Portfolios & PDP**

The Open Source Portfolio (OSP) system currently being used in Education and for the E-Learning Gallery will be expanded by MIS to enable EASE authentication and migration to V2.1. IS planned to use this to support further expansion in Education. We will develop a PDP system that is QAA compliant and that can be adopted on a self-help basis by students across the University for skills and

competence evaluation, development and documentation. It will also be used by CMVM for evaluation.

#### **Achievement of Goals:**

Work with ePortfolios is ongoing, although OSP has now been exchanged for the ebCT/Blackboard portfolio which provides better integration with the central VLE. There are portfolios in use all Colleges, with College wide portfolios in development in both CSE and HSS. Provision of a university wide PDP system remains a target, but the heterogeneity of the university community and the many stakeholders have meant that these conversations are complex and progress can only happen slowly.

### **Excellence in Research**

#### **Information Literacy**

As part of its internal re-alignment of services, the focus in 2006/07 was on creating an integrated approach to information literacy and skills development for students and staff. This would be achieved by the bringing together or coordination of those parts of IS that contribute to this agenda currently but separately so that their output is managed and presented through a coherent interface.

#### **Achievement of Goals:**

Work began on developing an integrated service for students in digital and information literacies and this will continue into 2007/08.

The Information Skills and Information Technology Skills for All (ISIS) project was put in place during 2006/07. The outcome from this project is to enable information literacy and study skills units to be accessed via WebCT. The project was launched to first year undergraduates in September 2007.

### **Quality Services**

#### **Main Library Redevelopment Project**

#### **Achievement of Goals:**

During 2006/07 we have undertaken the planning phase for the relocation of the IS Helpdesk from the Ground to First Floor with implementation due Easter 2008. Forward planning is also underway for the redeveloped Ground Floor and a high-use course book collection, to be named the HUB Collection, will be established in Summer 08.

#### **Library Opening Hours**

It was anticipated that marginal adjustments would be made in response to demand and in consultation with students.

#### **Achievement of Goals:**

Effective February 2007 to June 2007, the Main Library opening hours were extended until midnight each night. A review of evening/weekend hours in 2 of the sites at King's Buildings was undertaken and changes proposed for implementation effective September 2007.

### **Other Achievements**

#### **Laptop loans**

A total of 1,823 loans were recorded for the Student Laptop Loan scheme, which is now available in the Main Library, Darwin Library and New College Library - this is down slightly from the previous year as laptops had to be withdrawn earlier in the replacement cycle than had been planned. The replacement cycle has been revised and replacement machines are now in operation.

#### **Distance Learner Support**

A new dedicated email enquiry service for Distance Learning students was launched at the end of Oct 2006: [distance.learner.support@ed.ac.uk](mailto:distance.learner.support@ed.ac.uk)

## **Engaging with the wider Community**

### **Liaison and Consultation**

As part of the realignment process, Information Services recognised the need to review and improve liaison with Colleges and Schools and to build on and enhance existing long standing links.

### **Achievement of Goals:**

#### **MVM Libraries Liaison**

The relationship with NHS Lothian was successfully stabilized for the year. MVM staff, engaged in liaison and front-line delivery of services to the NHS, conducted a series of investigative meetings to identify any changes in services required by NHS Lothian for 06/07 and these have been delivered.

Strenuous efforts made to manage the MVM overspend which is a result of a combination of factors: year-on-year reduction in NHS income due to parallel NHS online library development consequent on lack of network sharing between the HE and NHS sectors; and inflation on journals being out of line with inflationary uplift on materials from the University. We have successfully identified a list of journal titles for cancellation in 06/07 to come back within budget, providing income from NHS Lothian does not decrease substantially in 07/08.

#### **HSS Libraries Liaison**

A wide range of information skills classes was held, including IT skills modules in WebCT. Journal and database subscriptions were reviewed and there was a variety of collection development activities undertaken. The New College Library Hall was refurbished, and the Association of British Theological and Philosophical Librarians conference was held in New College.

Staff were involved with fundraising for the Law Tercentenary Appeal and contributed to a range of activities, including LEAPS, Moving On, Transkills, MSc in e-Learning and TPRs. Most of the Kirkpatrick History Library was moved to the Main Library with the remainder being donated to Peking University. One of the Liaison Librarians represented IS in the University delegation to Beijing in March 2007.

#### **Science & Engineering Libraries Liaison**

Late in the session the Informatics Collections were transferred from the JCM Library to the Main Library. Staff members were involved in a range of activities, including undertaking many information skills classes, and the KBLLRC feasibility study, working closely with colleagues from the College and Estates & Buildings.

### **Other Achievements**

A project was established to take forward the development of integrated IS services in the Darwin Library. This service will be implemented in September 2007

Phase 1 of a major Photocopying Review was implemented resulting in the replacement and redistribution of photocopiers to provide a service on all floors in the Main Library. Improvements were also made to photocopying services in Site Libraries.

The "Searcher" federated searching service was introduced at the start of the session

### **New Facilities**

During the session the book self-issue units in the Main Library were upgraded and one older unit was relocated to the 4th floor. There was an upgrade and expansion of the laptop loan service for students in the Main Library and in some of the Site Libraries. Work was undertaken on the e-payment project to allow users to pay online (via MyEd channel) by credit/debit cards for networked printing in open-access labs.

### **Loan statistics**

The total number of first time loans shows a slight decrease of 2.3% at 745,449 for the period.

The number of recalls saw a small increase of 2%, up to 23,029 for the period. There was also a very small rise in the proportion of loans via self-issue taking this to 67.4%. It is however anticipated that this will increase in 2007/08 as the number of self issue machines has increased by two enabling the Darwin machine to be re-instated.

### **Reciprocal access schemes**

During 2006/07, the library provided access to 6,715 external users, including 641 sixth year students; 295 users via UKLP (up 24%); and 329 via SRX (up 38%).

## ***Corporate***

### **Excellence in Knowledge Transfer and Commercialisation**

#### **EPIS**

IS has supported the work of the Edinburgh Pre-Incubator Scheme (EPIS), an activity of ERI. During 2006/07 IS continued to provide accommodation, facilities and advice to individuals who have been funded by EPIS where their area of work is related to our professional knowledge and skills.

### **Operational Priorities**

#### **Disability Audit**

During 2005/06 IS undertook a full Disability Audit of facilities and services. As a result, work began on developing an online web tracking system to store the audit information ensuring regular review and providing a reporting facility to establish the position at any given time. In addition, web pages have been developed to include helpful resources to assist all University staff not only in carrying out an audit for their area, but also as a point of reference to ensure that continuous compliance with the DDA is achieved.

#### **Staff Learning and Development**

IS has now appointed a Staff Development Officer to focus on this particular area. Various initiatives have either started or are due to commence soon including Equality and Diversity, a Skills Audit and enhanced communication. In the area of succession planning we will shortly be carrying out a skills audit which will help to identify areas where staff may require development. While staff is well served with training opportunities, one of the areas that will be strengthened is that of personal development related to future objectives.

#### **Internal Communication Strategy**

Information Services published its internal Communications Strategy in 2005. Following consultation with staff, an implementation plan has been drawn up and will be fully implemented during 2006/07.

### **Advancing Internationalism**

#### **Liaison and Consultation**

As part of the realignment process, Information Services recognised the need to review and improve liaison with Colleges and Schools and to build on and enhance existing long standing links.

#### **Achievement of Goals:**

IS appointed 3 Academic Liaison Officers one attached to each College. This has resulted in closer working with Colleges and Schools

#### **HR Strategy**

During 2006/7 it was intended that HR for IS should move from being largely transactional and operational to strategic in focus, based on the lifecycle of staff and the need to focus on the longer term future of Information Services. Following on from Reward Modernisation, a key feature will be the development of an HR Strategy that encompasses induction, development, appraisal, succession planning, and leadership development at all levels and workforce planning against key objectives. This would be underpinned by a skills audit conducted during 2006.

#### **Achievement of Goals:**

The Pay modernisation and harmonisation process delayed original plans for this area as the results for some teams took longer than anticipated. The overall impact of this process on IS services has been assessed and work will be undertaken in 2007/08 to resolve the major issues.

**Development of long term strategies**

As part of the processes involved in the realignment, IS planned to develop a five year strategy, covering IS functions, finance, HR and estates.

**Achievement of Goals:**

The process of delivering a five-year strategy was begun in 2007 and is running in parallel to the development of the University's new strategic plan for 2008 onwards.

**Business continuity**

The Business Continuity Strategy (BCS), developed in 2005 following the forced closure of the Main Library Building, was identified for review and update in line with the outcome of the realignment of IS.

**Achievement of Goals:**

The realignment of IS and the merger of MIS into the Group delayed a full review of the BCS. A full review has been deferred to 2007/08.

***Applications*****Excellence in Education****Collaborative Software Tools and Technologies**

IS will investigate how best to facilitate the adoption and appropriate use of modern collaborative software tools and technologies in the University. "Social software" such as blogs and wikis are an increasingly significant part of the online environment, and IS, with relevant stakeholders, will explore the ways in which these collaborative technologies can be leveraged to good effect in research, learning and teaching.

**Summary**

Overall, 2006/07 was a very successful year for Information Services and its new Divisions. Much of the work put in place will continue into 2007/08. The successful partnerships with Colleges have been primarily as a result of the collaborative work carried out by the IS Liaison Directors. We look forward to building on these relationships in 2007/08, particularly in those areas associated with research infrastructure.

# Information Services Organisation Chart

