



# **DIT Library Services**

*Supporting learning, teaching and research*

**Visit by University Staff from Finland**

*23<sup>rd</sup> October 2012*

# Mission Statement

*We aim to support the learning, teaching and research activity of the Institute by providing the resources, facilities and services in a form, place and time that is most appropriate to our users' varied and evolving needs*

# Key Facts

- **7 business units (6 libraries + CSU)**
- **Distributed services (+/-)**
- **Close to students**
- **400,000 books**
- **35,000 journals**
- **Extensive e-resources**

# Agenda

- **Space**
  - **Stock**
  - **Staff**
  - **Services**
  - **Users**
  - **Other stakeholders**
  - **Grangeegorman**
  - **Student engagement and support**
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- A blurred background image of a modern university hallway. The hallway is brightly lit with recessed ceiling lights. In the foreground, there are several silver turnstiles. People are seen walking in the distance, some standing near a service counter. The overall atmosphere is busy and contemporary.

# Space

- **Same but different**
- **Organic development**
- **Study spaces (individual/group, silent/discussion), PCs, WiFi, Print**
- **Purple Places**
- **Virtual space**
- **Libraries Development Project**

# Stock

- Increasingly electronic
- Legacy collections
- Budget allocation = €1.75M
- Subscriptions: Books = 70:30
- 35,000 e-books
- IReL (compare FinELib)
- Arrow@DIT

# Staff

- **Recruitment challenges**
- **Budget allocation = €3M**
- **Flexi time, annualised hours**
- **Team work essential**
- **Highly qualified and experienced -  
subject, library, pedagogy skills**
- **Staff training and development**
- **APD course**

# Services

- **Opening hours**
- **Tailored/bespoke services (small user groups, close relationships)**
- **Enquiry services (includes online)**
- **Social media, FAQs, FI:LO**
- **Information Literacy Skills**
- **Research support (inc. EndNote)**



# Users



- **Students**
- **Lecturers**
- **Researchers**
- **External readers**
- **SCONUL, Alcid**
- **Music PAL**
- **Local communities**

# User Surveys: Positives

- High library usage (inc. online)
- Finding material on the shelves
- Catalogue use success rate
- Range of books
- Library staff helpfulness/expertise
- 'Importance rates' generally high
- Overall service: 89% satisfaction

# User Surveys: Negatives

- **PCs: unsuccessful/dissatisfied**
- **Photocopying and printing**
- **Self-service reservations/renewals**
- **Range of books and journals**
- **Availability of books**
- **e-journals, e-books, e-resources**
- **Study facilities (especially noise)**
- **Opening hours**

# Other Stakeholders

- **Many and varied**
- **Formal and informal liaison**
- **SMLCs, Assistive Technology, Careers, Access, Entrepreneurs**
- **Webcourses, DIT archives**
- **DIT student support projects**
- **External groups (CONUL, NDLR)**

# Grangeegorman

The background of the slide is a faded, grayscale photograph of a modern building's interior. It shows a long, brightly lit hallway with a turnstile in the foreground and several people walking in the distance. The overall atmosphere is clean and professional.

- **Phased development over time**
- **Academic Hub**
- **Full engagement with design teams**
- **Desk research**
- **Away days and visits**
- **Communications blog**
- **Extensive consultation with users**

# Student Engagement / Support

- IL, research skills (over time)
- Formal (embedded, Get Smart)
- Informal one-to-one sessions
- MBS collection (inc. study skills)
- Maps (BS), Art materials (MJS), TV/Skype (KS), Keyboards (RR)
- Host SMLCs, ATs etc.
- SUGs, FYE, Lifelong learning skills



## Opening hours:

[Aungier Street](#)  
[Bolton Street](#)  
[Cathal Brugha Street](#)  
[Kevin Street](#)  
[Mountjoy Square](#)  
[Rathmines](#)

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