

**SWRLS Open Doors Project 2013/2014**

**Inspiring Library Partnerships:  
Evaluation of a unique reciprocal borrowing scheme  
between Higher Education and local authority  
libraries in the West of England**

Frances Robertson, Martin Burton, Geoff Cole,  
Jackie Chelin, Eleanor Clark-Webster, Ian Collins,  
Emma Fisher, Jon Hallett, Paul Townsend, Graham Wyatt

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## Section 1: **The Project**

### **1.1 Executive Summary**

The SWRLS Open Doors project was a partnership between LibrariesWest (led by South Gloucestershire Library Service) and UWE Bristol Library Services and funded by SWRLS (South Western Regional Library Service). The aim was to pilot a reciprocal borrowing scheme between public and academic libraries using existing cards, i.e. public library cards in the academic library and university ID cards in the public libraries. The pilot looked at the scheme in terms of the following:

- the ease with which it was to set up,
- its limitations,
- barriers or obstacles and how these could be overcome,
- how popular it was both with staff and customers (i.e. members of the public or UWE staff and students).

The report details the way in which the pilot was run, considers information from other higher and further education institutions and relevant literature, looks at other schemes in the UK and outlines the issues that were identified. The users of the scheme were surveyed – staff and customers – and their responses analysed.

The report concludes that the reciprocal use of existing library cards between institutions and public libraries in a geographical area:

- was relatively simple once set up,
- was appreciated by all those who participated,
- had few teething problems,
- has had no appreciable impact on the availability of academic stock to UWE students,
- increased public library as well as academic library usage by target groups, e.g. school students 16 years and over,
- enabled the public library service to provide a significantly better offer of resources to its community, especially those who needed access to specialised stock not normally available in a general public library service.

The Project Board recommends that this reciprocal borrowing arrangement continues between UWE and LibrariesWest and that other similar partnerships would benefit where they are geographically linked.

The partners in this project plan to continue the project and to monitor it using the statistics and data monitoring used to assess its success and to give it prominence in University and public library / schools promotional material at the start of each academic year.

Further information concerning this SWRLS Open Doors reciprocal borrowing project can be obtained by looking at the project website<sup>1</sup> or by emailing [customer.services@uwe.ac.uk](mailto:customer.services@uwe.ac.uk).

## 1.2 Project Aims

The Project was outlined in the bid for funding to SWRLS [see Section 3.1] and included the following aims:

- a. To investigate the ability of the community to access public and academic libraries through the use of their home library card
- b. To identify issues connected with open usage of academic libraries, including support and safeguarding issues
- c. To cross promote usage of academic libraries by the public, especially 16-18 year old students, and for HE students to make use of their local public library network
- d. To evaluate the issues of introducing free membership to non-members of academic institutions
- e. To support the South Gloucestershire universal membership scheme for young people
- f. To promote usage of HE libraries by students considering applying for university to encourage progression to UWE

## 1.3 Project Partners

The main partners of this reciprocal borrowing scheme were UWE Bristol Library Services<sup>2</sup> and South Gloucestershire Library Service<sup>3</sup> on behalf of the LibrariesWest<sup>4</sup> consortium. (UWE is located in South Gloucestershire Unitary Authority but promotes itself as a Bristol-based University).

SWRLS<sup>5</sup> (the South Western Regional Library Service) provided the grant funding for the project worker and some publicity costs, which was managed through UWE. LibrariesWest, as the overarching library services consortium to which South Gloucestershire Library Service belongs, participated through the reciprocal library card / UWE ID card scheme.

UWE Library Services' Community Engagement and Schools Support Team had been working with local secondary schools in the Bristol, South Gloucestershire, North Somerset and Bath & North East Somerset area for a number of years. Secondary school students visit

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<sup>1</sup> UWE and public libraries partnership:

<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uweandpubliclibrariespartn.aspx> [accessed 31st July 2014]

<sup>2</sup> UWE Library Services: <http://www1.uwe.ac.uk/library/> [accessed 31<sup>st</sup> July 2014]

<sup>3</sup> South Gloucestershire Library Service: <http://www.southglos.gov.uk/leisure-and-culture/libraries/> [accessed 31<sup>st</sup> July 2014]

<sup>4</sup> LibrariesWest: <http://www.librarieswest.org.uk/> [accessed 31<sup>st</sup> July 2014]

<sup>5</sup> SWRLS: <http://www.swrls.org.uk/> [accessed 31<sup>st</sup> July 2014]

UWE's libraries to use resources to support their year 12 and year 13 courses and to learn about how the University Library works. During the 2012/2013 academic year UWE hosted visits from 10 South Gloucestershire schools, four from North Somerset, four from Bristol, three from Bath & North East Somerset and one from Somerset. The majority of the schools were from the state sector with four independents. During 2012/2013 a total of 700-750 year 12 and year 13 students came to UWE Bristol's libraries in the context of organised, supervised visits.

South Gloucestershire Library Service operates a joint Library and Leisure Services membership Card, the Active Card, which provides access to the whole of the LibrariesWest libraries network which covers the four unitary authorities of the West of England (Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire) and Somerset. Library cards issued by all LibrariesWest authorities can similarly be used in any other LibrariesWest library. Increasingly, all local authority libraries in the region offer access to a wide range of online resources.

Library membership amongst 16-18 year old school students in South Gloucestershire had been only 10% of the eligible students. South Gloucestershire Library Service was keen to increase this and had been working with schools to register all 16+ school students with the library service. One of the approaches adopted was to work with each secondary school to obtain students' details so that they could register them and issue a LibrariesWest Card to each pupil by default – i.e. offering students an opt out position rather than opt in. (The opt out / in was based on the requirements of the Data Protection Act.)

The University of the West of England (UWE Bristol), in line with other HE establishments, has offered an external borrower scheme for many years. Initially UWE charged for this service, but in January 2013 charges were removed and external borrowing was opened up to the public free of charge. Based on the limited use of the library by members of the public and the administrative costs and time involved, it seemed sensible to move to a free membership scheme which would also meet the UWE strategy for community engagement. The previous year a guest user scheme was introduced, offering members of the public access to online resources free of charge within any of UWE's campus libraries. In addition, UWE was funded by SWRLS the previous year to undertake an audit and produce a directory of HE libraries in the South West of England which offer 'walk-in' access to online resources to members of the public<sup>6</sup>.

## **1.4 Project Outline**

It was felt that the existing UWE free external borrower scheme could be extended to allow members of the LibrariesWest public library consortium to use their public library card in UWE libraries rather than being required to sign up for an additional external borrower library card. As part of the proposed project UWE ID cards would also be authenticated for use in LibrariesWest public libraries.

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<sup>6</sup> SWRLS Directory of Walk-In Access to Online Resources in the South West of England [http://www.swrls.org.uk/Online\\_Resources/Walk-in-Access\\_for\\_Electronic\\_Resources](http://www.swrls.org.uk/Online_Resources/Walk-in-Access_for_Electronic_Resources) [accessed 16th July 2014]

LibrariesWest is a consortium of five local authority library services covering the four West of England unitary authorities of Bristol, South Gloucestershire, Bath & NE Somerset, North Somerset and also Somerset. Public library users across this sub-region can borrow books from any of the 95 libraries in the consortium area and return them to any LibrariesWest public library not necessarily the one they borrowed from, nor one within the same local authority.

The intention of the project was to extend the reach and usage of public libraries and to encourage members of the public, in particular school students and others considering further or higher education, to use academic libraries and to do so in the simplest way for the user. As part of the project a review of reciprocal borrowing schemes between university and local authority libraries in the UK was undertaken and can be read in section 2.1 of this report.

It was agreed that a project officer was needed to take the pilot forward, so funding was sought from SWRLS with the Community Cultural Services Manager, South Gloucestershire Council, taking the lead for LibrariesWest and the Community Engagement and Schools Support Librarian leading for UWE.

In October 2013 the project officer was appointed to work 1-2 days a week for 6-8 months. The project officer's role was to develop a project plan, timescales, communications, liaison etc. and assist both organisations with running the pilot and establishing the scheme. The project officer was appointed from existing part time staff within UWE Library Services and line managed by the Community Engagement and Schools Support Librarian.

The scheme operates in a relatively simple way: a member of the public visiting UWE only has to produce their LW library card and provide basic personal information to be registered for the scheme; as personal ID and home address will have been verified by the public library staff, there is no further need to provide personal ID or proof of name and address. Similarly, UWE staff and students need only to take their UWE ID card to a public library to be added to the electronic system to be given the same borrowing rights as any other LibrariesWest card holder.

The Project Board planned for a launch date at the beginning of December. Before the launch could take place, both UWE and LibrariesWest needed to ensure that all sets of existing cards would work in all libraries' electronic self-issue kiosks, all relevant staff needed to know that the scheme was happening and how it would run, and publicity for the scheme needed to take place.

It was agreed to hold a "soft launch" rather than a major launch with lots of publicity as there was concern that it would take longer to roll out the scheme fully. Staff in all the participating libraries needed to be made aware of the scheme and all the self-issue kiosks needed to be adjusted to accept the variety of cards. As a pilot, glitches and issues could be uncovered without it being deemed a failure.

UWE Library IT staff ensured that all UWE kiosks could read the LibrariesWest cards and front line library staff were advised of the wide range of possible public library cards; photocopies were provided for the benefit of staff (see examples in Figure 1 below)

The Project Board members made a visit to The Hive, Worcester’s joint academic / public library, for a tour and meeting with librarians there to explore issues such as how public borrowing impacts upon availability to students of academic stock, pressure on study spaces, etc.

Reciprocal staff visits have been organised between UWE Library Services and South Gloucestershire Libraries and approximately a dozen staff from each service have visited each other so far. It is hoped that such reciprocal visits will become a regular part of the annual calendar, and extended to other public library services in the LibrariesWest consortium.



Figure 1: UWE and LibrariesWest Cards



## 1.5 Findings

This pilot reciprocal borrowing scheme between LibrariesWest and UWE Bristol Library Services, using one card in both university and public library, has been shown to be simple and easy to understand and straightforward to operate.

Once the IT systems have been set up and staff given training and briefing, the scheme has proved to be relatively straightforward and problem-free. It provides access to high level, academic resources for local people, which otherwise would not have been possible other than through inter library loans.

The scheme had a slow start in some areas but wherever the system has worked, it has been well received by users. In addition, the scheme has contributed to UWE Bristol's strategic priorities of engaging and working with the local community and widening participation in higher education among under-represented sections of the population.

Library staff have generally welcomed the pilot scheme. The majority of UWE Library Services staff consider this to be a valuable service, although some front line staff at the University have some reservations. These can be found later in this report and measures to address them are covered in the Recommendations Section [see section 1.6]. Anecdotal evidence from personal conversations with front line public library staff in several public libraries in Bristol and South Gloucestershire, is that they welcome it and are keen to recommend UWE Bristol as a valuable resource to LibrariesWest members.

Anyone considering implementing a similar scheme should ensure that all the technical aspects are set up and that they can work with all cards across both systems, and that the computerised and self-service desks are all established in advance of any promotional work taking place. Some thoughts and suggestions about this can be found in section 1.6.4.

Ideally the launch of our scheme might have been more useful at the start of the University academic year so that it could have been promoted to a new cohort of UWE students, but this was not possible. Once the pilot scheme becomes established within LibrariesWest and UWE, promotion and advertising will take place at appropriate times of the year.

The short time-scale of the project means that long term benefits and uptake of the scheme are unknown. Further evaluation and monitoring during the next year and beyond will enable all parties to assess the longer term benefits of the scheme.

The setting up and operating of the scheme was assisted by some strengths and opportunities of the organisations, staff and systems, but at times there were issues that needed addressing as well. A SWOT analysis was drawn up to reflect some of the challenges and benefits [see section 3.8].

This section looks at these issues in more detail under a number of sub-headings and may be useful to those considering setting up a similar scheme in their own organisation. We consider the success of the project and how different aspects have contributed to the outcome.

### **1.5.1 UWE Strategic Priorities**

UWE Bristol has a strong commitment to working with local communities and promotes the availability of its resources such as the Library to members of the public in its web pages on Building Community Relations<sup>7</sup> and helping students integrate well into the local community. This scheme sits well, therefore, within the UWE Bristol policy framework.

To underpin this commitment and to deliver the project, there was a need to initiate communications channels and draft communications such as briefing sheets, marketing materials including bookmarks and posters, and PR such as press releases. Having a dedicated project officer to deal with this was only possible because of the grant funding from SWRLS which was spent almost entirely on the project officer's salary; this meant that one person was focused on the project throughout the period of the pilot, mostly working one day a week with the occasional second day.

The commitment by UWE Bristol Library Services' Senior Management Team and by other relevant managers and officers both within Library Services and from other departments and faculties was important to the success of the project along with the strong commitment and vision of the South Gloucestershire library management team.

### **1.5.2 ID Cards and Self Service Kiosks**

The cross compatibility between UWE and the local public library electronic systems was critical to the success of the scheme, as without it the project would not have been possible.

UWE Library kiosks had been set up to take 8, 9 or 11 digit numbers (UWE cards are 8), while LibrariesWest cards have 10 digits, which meant that kiosks needed to be adapted.

Some old-style Bristol Library Cards start with letters AN P000000 and are being replaced by cards with an all number scheme. In the meantime, when a Bristol card with letters is scanned at a UWE kiosk, the UWE system substitutes numbers for ANP which is unique to Bristol Library Cards. It was decided to accept this and carry on.

It transpired that all self-issue kiosks in both UWE and LibrariesWest library systems had to be changed manually. At UWE this was across just five campus libraries, but in LibrariesWest this represented multiple kiosks in the majority of the 95 libraries (a handful do not have kiosks).

As the lead authority with fewer libraries and kiosks and staff than some of the other LibrariesWest library services, South Gloucestershire was able to ensure that their staff and systems could operate with UWE cards by the 2<sup>nd</sup> December launch. Other partner authorities were unable to adapt their kiosks before Christmas and because of staff time it took another month or more until all the kiosks were in operation. During that time it was possible for books to be issued using desk scanners. Some of the authorities were slower to roll out the scheme and therefore some branch library staff were unaware of the scheme when UWE staff or students tried to register between December and February. By the end of March 2014 we believe that the roll out of technology and staff briefing had been completed.

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<sup>7</sup> UWE Building Community Relations:

<http://www1.uwe.ac.uk/aboutus/departmentsandservices/professionalservices/communityliaison/buildingcommunityrelations.aspx> [accessed 26th June 2014]

### **1.5.3 Staff Training and Communication**

UWE Library staff were briefed, trained and were able to pilot the scheme relatively quickly, in time for a number of visits by school students during December 2013. The school students were encouraged to bring their LibrariesWest cards to UWE, to register and borrow during the course of their visit. This provided valuable opportunities to test the system with a small number of new users.

Whilst initially public library staff were made aware of the scheme, it is important that their levels of awareness are maintained; the shared visits between UWE and local authority library staff will help maintain this awareness.

### **1.5.4 Impact on UWE students and Library of use by members of the public**

Some UWE library staff who responded to the survey [see section 2.3 for qualitative evaluation] were concerned that encouraging external borrowers in large numbers would have an adverse on their time (and therefore their level of service) and on the availability of library stock. So far, these concerns do not seem to have been an issue.

There was also concern expressed that UWE students might resent or be disadvantaged by the scheme; however this does not seem to be a concern of the students who responded nor has it been reported as being raised in any of the fora [see section 2.2 for analysis of stock usage]. These concerns will continue to be monitored.

Focus groups were conducted with UWE Library Services staff to supplement responses to the survey. These discussions suggested that the pilot scheme should continue but with a few procedural changes. The registration process was felt to be very straightforward, although there was some concern over the lack of requirement for ID and proof of address (these will have been checked and confirmed by the LibrariesWest library during their registration process). There was concern over security issues because of this and, as a result, this report will recommend that consideration be given to checking ID and address as part of the process. Furthermore, given that there is no restriction on borrowing any category of material by members of the public, it was felt that there should be discussion over whether members of the public should be prevented from borrowing in-demand material, such as short loan books and items on student reading lists.

### **1.5.5 Promotion and publicity**

The project was able to take advantage of opportunities that presented themselves, such as a new intake of International Students in January 2014. This allowed the project officer to target a cohort of students who might otherwise not use local public libraries or even be aware that they would be eligible to do so. Public libraries differ from country to country; being able to promote the scheme to this group was seen as a priority, not only as they may not already be library card holders, but public libraries hold a lot of information about local community activities and events and could make a contribution to the international student experience. Libraries in the Bristol local authority in particular hold a wide range of materials in many languages including fiction books for adults and children in languages such as Somalian. Another opportunity that presented itself was National Libraries' Week, when Radio Bristol broadcasted from different public libraries each day and interviewed UWE and South Gloucestershire library staff about the scheme.

Also within UWE Bristol there were opportunities for library staff to promote the scheme through attendance at Faculty Departmental meetings and existing school engagement work, including visits to schools by University and local authority Library staff and visits to UWE Library by school students.

Visits to school 6<sup>th</sup> form groups in South Gloucestershire were arranged to allow UWE and local authority library staff to promote public library membership to school students and to encourage them to additionally join the University library. Alongside these visits school students were targeted by email to encourage them to become members of the scheme.

The promotional work took advantage of the UWE multimedia and social networking opportunities, ranging from internet and intranet communications, e-news, Facebook and Twitter to paper based posters and bookmarks; the success of these is considered in the formal evaluation of the scheme.

The notion that the scheme was really innovative, since no one else seemed to be offering such a service, was also another hook to encourage participation.

Opportunities will continue to arise for ongoing promotion: for example, the new student intake at the start of the academic year in both UWE and the start of sixth form studies for school students could be targeted at appropriate times of the academic year. Specific events such as the South Gloucestershire Discover Festival, the SWRLS Passport Scheme and Open Doors Day may offer further promotional opportunities.

The project had a relatively short timescale for roll out, may not be considered a particularly exciting concept and was perhaps harder to promote to the university student population. However, Students' Union leaders, for example, were keen on the idea and will promote it. Students face a lot of other attractions and distractions, when they arrive at University, but if using the local public library always forms part of the list of benefits of studying at UWE, it will eventually become part of the University psyche.

Publicity could have been greater by all partners during the pilot, but there were constraints of funding and time. UWE was able to put the information up on the website quickly because the UWE Library Services' IT Team manages its own web pages, whereas the consortium website was being rebuilt at the time and also had a lot of calls on its space. On the basis that the scheme will continue, it is assumed that partner websites will feature information about the scheme in the future.

#### **1.5.6 Time constraints**

Whilst it was important to have a project officer working on the scheme, the fact that this person was only formally working on the project one day a week sometimes meant delays in work being carried out and responses made to internal and external partners. In addition, the large number of public library branches and frontline staff to brief and train probably required a longer lead time than was possible. It also transpired that all electronic self-service kiosks needed altering individually to allow them to accept the additional ranges of card numbers from the different libraries.

The timing of the roll-out of the project might have been better if it had been tested prior to the start of the Autumn term and then a major promotion been held as part of the start of

the year; information about the scheme could have been incorporated into the UWE Welcome Portal, and also into initial “induction” of sixth formers and university students.

#### **1.5.7 Cross sector collaboration**

This reciprocal borrowing scheme enables the public library service to offer customers access to a greater range and level of material than is currently available in public libraries. This is of particular relevance to 6<sup>th</sup> form school students, but other client groups would benefit, such as those studying on CPD programmes and those who have a personal interest in a subject and want to research it through a wider range of resources.

The scheme also supports the work of the region’s Local Enterprise Partnership<sup>8</sup> to provide the local population with the skills necessary to support a thriving local economy.

Furthermore, this project is a practical demonstration to the public of services working together creatively in order to provide a better service without major investment.

#### **1.5.8 Project Board and Staffing**

A Project Board was selected, comprising relevant staff working in South Gloucestershire’s Leisure, Libraries and Culture Department and UWE Bristol Library Services. Members of the Board brought skills and expertise relating to community engagement, customer service, working with local schools and IT.

The Project was managed by Martin Burton, Community Cultural Services Manager in South Gloucestershire, and Geoff Cole, Community Engagement and Schools Support Librarian at UWE.

A Project Officer, Frances Robertson, was appointed in October 2013 to work one day a week. Given the many and varied responsibilities of the members of the Board and the Project Managers, Frances’ role was vital in keeping the project going and ensuring that deadlines and objectives were met.

#### **1.5.9 Funding constraints**

Other issues mentioned in discussion with the Project Board and wider colleagues include the situation that took place during the period of this pilot in terms of public sector finances. Some of the partner public library services were under threat of cuts and / or were involved in staff restructuring coincident with the project; this may have resulted in the scheme not being given a high priority at that point in time.

#### **1.5.10 Pre-testing**

Library staff were able to test the system and report back constructively and as this was a pilot phase suggestions and concerns were addressed.

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<sup>8</sup> West of England Local Enterprise Partnership: <http://www.westofenglandlep.co.uk/> [accessed 26<sup>th</sup> June 2014].

## 1.6 Recommendations

On the basis of this evaluation it would seem that there are far more benefits than disadvantages to all parties of running a reciprocal borrowing scheme using a single card. **Therefore, the main recommendation of this report is that the scheme continues, but continues to be monitored and reviewed on an annual basis by UWE Library Services and LibrariesWest. In addition, university and local authority libraries should promote each other's services to their members.**

As finance for ongoing promotion will be limited, the main promotional opportunity for the public libraries to promote themselves is through the UWE Welcome Portal aimed at new students; through the UWE International Team for new overseas students and via links to the LibrariesWest website from the UWE Library website.

### 1.6.1 For UWE

- Ongoing promotion should be primarily by maintaining a webpage signposting the scheme to external borrowers.
- Learning points that have been picked out from the surveys at UWE regarding staff awareness should be addressed through team communications.
- Continue to ensure that Library staff are aware of the scheme and its benefits. This will include the need to update staff regularly on the process of enrolling LibrariesWest members, as part of their general training on external borrower processes.
- Consider introducing more stringent checking of IDs and addresses of applicants at the registration stage, should future experience provide just cause.
- Consider preventing members of the public from borrowing material that is in heavy demand by UWE's students, should experience during the next academic year warrant it.
- UWE should continue its relationship with South Gloucestershire public library service through reciprocal staff visits, thereby increasing staff awareness and knowledge of each other's services.

### 1.6.2 For LibrariesWest

- The ability to refer users to a wider range of educational resources and ease of access is a major development in the provision of local library services. With increasing pressure on budgets it is important that local services cooperate to continue to support lifelong learning.
- Continue to target key groups who will be able to make use of the scheme on an ongoing basis.
- Maintain staff awareness in order that they can refer customers to the scheme.

- Promote UWE's services both online and through one-to-one advice regarding texts and/or topics which people cannot source from LibrariesWest.

#### **1.6.3 For SWRLS**

- Promote the Open Doors Project and potential cross sectoral benefits within the region and beyond.
- Provide advice to SWRLS members considering implementing a similar scheme.

#### **1.6.4 Technical issues**

- Check that barcode number ranges assigned to customers on all library management systems do not clash: a LibrariesWest user and a UWE user should not have the same 'unique' ID.
- Check that all the library management systems will accept the format of user IDs used in the partnership (some may not like letters in the ID, for example, or need reconfiguring to accept them)
- Check that all barcode-reading equipment will accept the format of user IDs used by all libraries in the partnership (e.g. entry gates, staff scanners, self-issue and self-return machines)
- Check that web-based systems that allow users to check and renew their loans also allow the format of user IDs used by all libraries in the partnership (e.g. some may be designed to exclude user IDs with letters).
- Check that partnership users are classed as an external user on all systems (i.e. that they cannot access materials such as online journals and databases which they are not licensed to use).

## Section 2: Evaluation

### 2.1 Reciprocal borrowing schemes – review and context

Reciprocal borrowing schemes between local authority and higher education libraries in the UK, whereby members of the public are able to join and borrow from university libraries free of charge, seem to be relatively uncommon.

Most, if not all, university libraries in the UK offer an external borrower scheme whereby alumni, local businesses and members of the public may pay a subscription to become library members and borrow a limited number of books and, possibly, other materials. Further information can be obtained from Inspire, which seeks to encourage and facilitate collaboration between libraries in the UK, to improve access to information and learning for all<sup>9</sup>.

Alongside such reciprocal borrowing schemes, a growing number of university libraries have begun to introduce what has come to be referred to as ‘walk-in’ or guest access for members of the public to a limited range of their online resources, depending on licences. Further information can be obtained from Inspire<sup>10</sup>, SWRLS<sup>11</sup>, WHELF<sup>12</sup>, SCONUL<sup>13</sup>.

A few university libraries in the UK offer a free external borrower scheme for those who live, work or study in their geographical area, including Salford<sup>14</sup>, Swansea<sup>15</sup> and UWE Bristol<sup>16</sup>.

A number of collaborative access schemes are running in the UK between academic and public libraries, some of which may include borrowing facilities, but most of them seem to allow reference use of university library collections only, including Inspire North East<sup>17</sup> and Edinburgh<sup>18</sup>.

A number of universities in a region, for example where there are several HEIs in a large metropolitan area, have collaborative access and borrowing schemes, but this usually

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<sup>9</sup> Inspire: <http://inspire-libraries.org.uk/> [accessed 7<sup>th</sup> April 2014]

<sup>10</sup> Inspire: <http://inspire-libraries.org.uk/> [accessed 7<sup>th</sup> April 2014]

<sup>11</sup> SWRLS Directory of walk-in access to online resources in the South West of England: [http://www.swrls.org.uk/Online\\_Resources/Walk-in-Access\\_for\\_Electronic\\_Resources](http://www.swrls.org.uk/Online_Resources/Walk-in-Access_for_Electronic_Resources) [accessed 4<sup>th</sup> April 2014].

<sup>12</sup> WHELF (Welsh Higher Education Libraries Forum) – Walk-in Access Wales: <http://walkinaccesswales.wordpress.com/> [accessed 7<sup>th</sup> April 2014]

<sup>13</sup> SCONUL Access: <http://www.sconul.ac.uk/page/about-sconul-access-0> [accessed 7<sup>th</sup> April 2014]

<sup>14</sup> Community access at the University of Salford: <http://www.salford.ac.uk/library/use/community-access> [accessed 7<sup>th</sup> April 2014].

<sup>15</sup> Open to All, South Wales: <http://www.swansea.ac.uk/iss/libraries/visitorsinformation/> [accessed 7<sup>th</sup> April 2014].

<sup>16</sup> UWE and public libraries partnership: <http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uwepubliclibspartnership.aspx> [accessed 7<sup>th</sup> April 2014].

<sup>17</sup> Inspire North East: <http://lis.tees.ac.uk/inspire/> [accessed 6<sup>th</sup> June 2014]

<sup>18</sup> Edinburgh Library and Information services Agency: [http://www.edinburghlibrariesagency.info/?page\\_id=30](http://www.edinburghlibrariesagency.info/?page_id=30) [accessed 6<sup>th</sup> June 2014]



excludes members of the public. Alongside this, the SCONUL Access scheme<sup>19</sup> in the UK encourages and facilitates access to collections within the HE community: researchers, academics and others within certain categories at one institution can join and borrow material from another, and students can have reference access to another institution, either at an institution near their home during vacations or if there is another HEI close to where they are studying.

As part of this study, a survey of HEIs in the South West of England was undertaken; this indicates that all university libraries in the region offer some form of external borrowing scheme for members of the local community. Almost all make a charge, in some cases a fairly high one, which might suggest that the intention is to discourage membership rather than facilitate access to resources. Only two, including UWE Bristol, seem to offer this as a free service.

Public libraries, particularly large central libraries, for the most part, encourage students to use their resources and to study in their libraries, as an alternative to using their university resources and facilities.

Joint-use libraries, i.e. libraries which serve two or more communities, e.g. school and public libraries or university and public libraries, have become an interesting phenomenon during the last decade or so<sup>20</sup>. According to Sarah McNicol, “they encourage collaboration and partnership working; they can be a more efficient means of providing services; they have the potential to be more environmentally sustainable; they can be a forum to promote lifelong learning, especially within communities where education has not been traditionally valued”<sup>21</sup>.

Joint-use libraries in the UK which offer services to HE and public library users are rare: The Hive in Worcester<sup>22</sup> (a partnership between the University of Worcester, Worcester public libraries, Worcester’s local history centre and local council services) and The Forum in Southend<sup>23</sup> (a partnership between the University of Essex, South Essex College and Southend-on-Sea public libraries) are two that have been recently established in the UK. There are a number of such initiatives around the world, including Australia, Scandinavia and the USA; according to Sarah McNicol<sup>24</sup>, quoting Alan Bundy, “in 1978 there were just 21 joint-use libraries reported in Australia, but by 2007 the number had risen to 120”, although it is not clear how many of these are joint HE/local authority libraries.

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<sup>19</sup> SCONUL Access: <http://www.sconul.ac.uk/page/about-sconul-access-0> [accessed 7th April 2014]

<sup>20</sup> See, for example: McNicol, S (2008) *Joint-use libraries: libraries for the future*. Witney, Oxon: Chandos Publishing; and Gunnels, CB et al (2012) *Joint libraries; models that work*. Chicago, IL: American Library Association.

<sup>21</sup> McNicol, S (2008) *Joint-use libraries: libraries for the future*. Witney, Oxon: Chandos Publishing p. xix.

<sup>22</sup> The Hive, Worcester: <http://www.thehiveworcester.org/> [accessed 4<sup>th</sup> April 2014].

<sup>23</sup> The Forum, Southend-On-Sea: <http://www.theforumsouthend.co.uk/about-the-project/> and <http://www.southessex.ac.uk/about-us/campuses/ultra-modern-new-buildings/forum-southend-sea/forum-southend-sea> [both accessed 4th April 2014].

<sup>24</sup> McNicol, S (2008) *Joint-use libraries: libraries for the future*. Witney, Oxon: Chandos Publishing p. xix.

Reciprocal and collaborative borrowing schemes whereby *existing cards* have been validated for use with the loan system of the other service are rare, particularly where libraries are located in different geographical places. Users of The Hive in Worcester<sup>25</sup> are able to use their public library or university ID card to borrow material and there is very little restriction on what members of the public library service can borrow from the university's collections. Users of The Forum in Southend<sup>26</sup> retain their own cards and, while the building is shared between HE, FE and local authority libraries, members of the public library are not entitled to borrow university materials. UWE Bristol's Open Doors scheme<sup>27</sup> allows members of the public library to use their LibrariesWest library card to borrow from UWE, while members of the university can use their ID card to borrow from LibrariesWest libraries. Users of the Open for All scheme in South Wales<sup>28</sup>, for example, are provided with a "passport" which authorises them to join their local HE Library and be given an external borrower card. This model seems to be more common than the facility for validating membership/ID cards of one library for use in another.

Further examples of reciprocal and collaborative library schemes that exist in the UK can be found in Section 3.4.

## 2.2 Quantitative Evaluation

Each of the project partners uses electronic borrower records; the lists for each institution were used to profile the users of the scheme.

### 2.2.1 UWE

#### 2.2.1.1 New External Borrowers

Within UWE there is a range of non-UWE external borrower categories including those who are Alumni or SCOUNL members or health professionals using the health texts at Glenside Library where many will have trained. For the purposes of this evaluation the statistics that were collected related to members of the public in the following categories:

- LibrariesWest – external borrowers who registered using their LibrariesWest card.
- Schools – external borrowers who are at school but did not join with their LibrariesWest card.
- External – other external borrowers who did not join using a LibrariesWest card.

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<sup>25</sup> The Hive, Worcester: <http://www.thehiveworcester.org/> [accessed 4<sup>th</sup> April 2014].

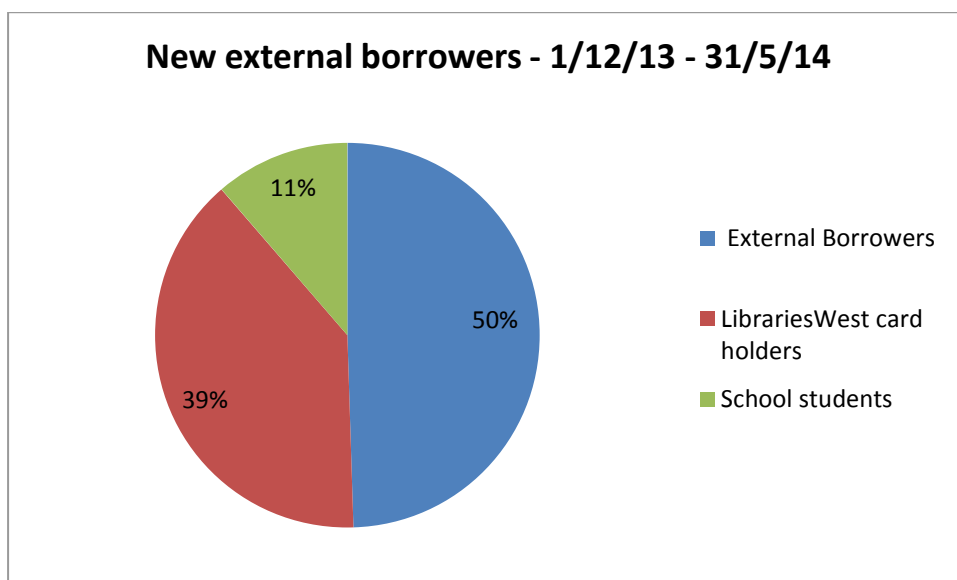
<sup>26</sup> The Forum, Southend-On-Sea: <http://www.theforumsouthend.co.uk/about-the-project/> and <http://www.southessex.ac.uk/about-us/campuses/ultra-modern-new-buildings/forum-southend-sea/forum-southend-sea> [both accessed 4th April 2014].

<sup>27</sup> UWE and public libraries partnership: <http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uwepubliclibspartnership.aspx> [accessed 7th April 2014].

<sup>28</sup> Open to All, South Wales: <http://www.swansea.ac.uk/iss/libraries/visitorsinformation/> [accessed 7<sup>th</sup> April 2014].

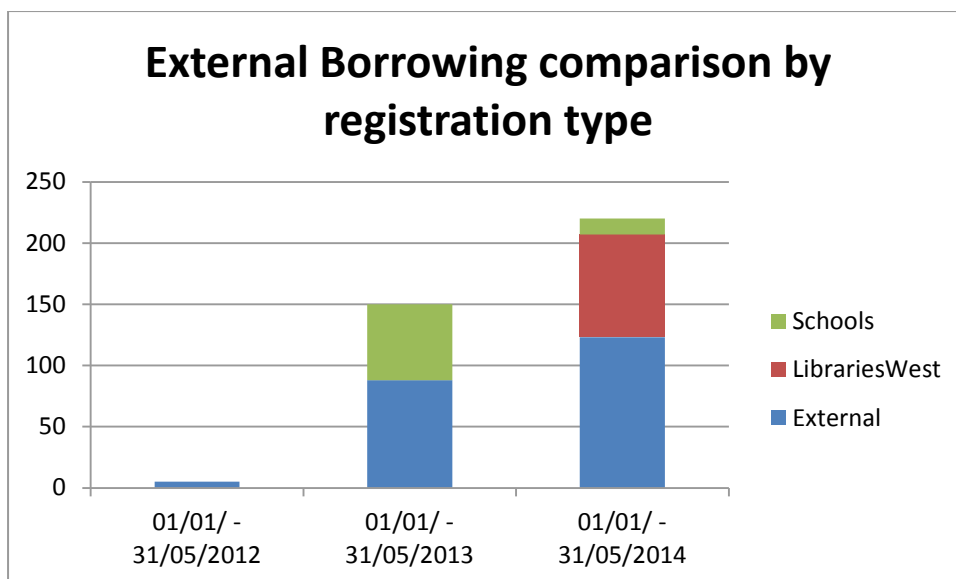
The total numbers in each category who joined UWE between the launch of the SWRLS Open Doors Project on 1<sup>st</sup> December 2013 and 31 May 2014 were:

LibrariesWest card holders	114
School students	33
External Borrowers	144



In order to compare with similar periods from other years the data for 1 January 2014 – 31 May 2014 has been selected. This was considered a useful comparison base because at the beginning of January 2013 external borrower fees were removed and the previous year guest access to online resources had begun.

	01/01/14 - 31/05/14	01/01/13 - 31/05/13	01/01/12 - 31/05/12
External	123	88	5
LibrariesWest	84	N/A	N/A
Schools	13	62	0



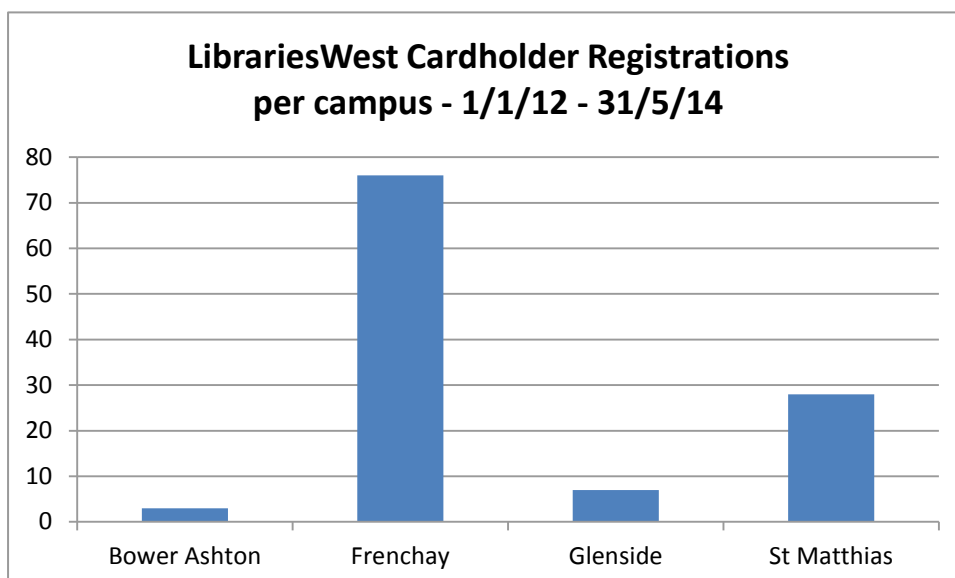
As can be seen, there was a marked increase in total external borrowers, i.e. the three categories combined. The reduction in numbers of school borrowers joining is due to the fact that in 2014 (and December 2013) some of the new joiners who would previously have been in the Schools category registered with their LibrariesWest card and would therefore have fallen into the new LibrariesWest category. The total new external borrowers in Jan – May 2014 was more than double the joiners in the same period for the previous year, when free external borrowing was introduced. 40% of the new joiners did so using their LibrariesWest card, rather than obtaining a separate UWE External Borrower card.

Another area that has not been reviewed but could be (should it be deemed to be an issue in the future) is the times of day and days of the week that the external borrowers use the Library. The Sentry system for the Library is activated by all cards on the Library borrower records, so external borrowers can use the system out of staffed hours. However, access is inevitably limited because there are times overnight when the external doors of the building can only be activated by a UWE ID Card; as a result, while external borrowers can use the Libraries in the evenings and at weekends, it is not, as we understand it, open to them 24/7 due to the building security constraints.

#### 2.2.1.2 Breakdown by Campus

The number of LibrariesWest card holders registered at each campus library between 1 December 2013 and 31 May 2014 were:

Bower Ashton	3
Frenchay	76
Glenside	7
St Matthias	28



It is thought that the relatively high number of external borrowers registering at St Matthias relates to the fact that there is a history of school visits to this library for Humanities topics. However, this Campus closes in early July 2014 and most of the library stock is being relocated to Frenchay campus library. Typically very few school visits go to Glenside and to date none have visited Bower Ashton campus library.

The low number of external borrower registrations at Glenside may reflect the fact that Glenside already has a significant number of health professionals registered and four more Health Professionals category external borrowers joined in this period. It is important to retain this Health Professionals category to allow UWE to monitor the use of Library resources by that group of people.

#### **2.2.1.3 Subjects being borrowed**

Material from all subject areas of UWE's libraries was borrowed, but the topics that were most popular with borrowers reflect both the topics of the day, e.g. women's suffrage and World War 1 (both the subject of centenary media coverage) and also school study topics which include the aforementioned but also wider history subjects such as the Russian Revolution and the colonisation of America and subsequent history.

#### **2.2.2 LibrariesWest**

LibrariesWest did not have any comparative data from previous years, but for the period 1 December 2013 - 31 May 2014 15 borrowers have joined using their UWE Card.

Probable reasons for this low number are covered in the Findings section (section 1.5) of this report.

## 2.3 Qualitative evaluation

### 2.3.1 UWE Library Services Staff Survey

UWE Library Services Staff were surveyed about their experiences and impressions of the scheme in March 2014 using a Survey Monkey questionnaire which was answered anonymously [see section 3.5]. 42 members of staff completed the survey.

The questions were intended to find out from staff who had helped register new borrowers using the LibrariesWest card how they felt the scheme operated, and allow library staff to express any other views and concerns. All Library staff were invited to respond. 16 who responded had registered external borrowers using the LibrariesWest card and presumably the other 26 responses were from non-front line staff who work in other aspects of the library services – e.g. subject librarians, customer services, support staff, library shelvers, etc.

Overall the response from UWE Library staff was positive. The front line staff had generally found the process to be straightforward and found the instructions useful. A couple were concerned that it was too straightforward and equated that with a lack of rigour and/or security. For the most part staff felt that the borrowers did not require a lot of help but four of them had had to provide some support. Most of that help was about where to find things in the Library and how the catalogue works. One commented that this was *“the kind of support that you would expect to give to new students”*. In response to the question *“Is there anything else you wish to say about the way the scheme operates in practice?”* there was a mix of responses including concerns that allowing the public access was a detriment to students and one commented *“I would prefer that UWE ceased participation in this and other public membership schemes as I believe they put the standard of service at risk for students who pay £9000+ per year to attend UWE”* but another commented *“It seems to be a much appreciated service. Those I have dealt with were quite excited about it. One mentioned that he thought it was a fantastic opportunity and was good for the community. Said it was good social capital for UWE.”*

A key question *“Do you think this reciprocal borrowing scheme should be continued?”* was answered ‘yes’ by the majority (30 out of 37 who answered this question). Those who said ‘no’ again raised their concern that it was unfair to students who pay such a high fee, that security with so many public in the building was an issue, that there are insufficient books for students on the shelves. One had issues with telephone calls from external borrowers being time consuming and another felt school students are encouraged to register during school visits to UWE Libraries but might never visit again.

29 respondents listed key benefits of the scheme, including:

- *Closer contact with the community. Public being able to access material that would otherwise not be available or would be difficult to obtain. Stock that might be languishing on shelves being used.*
- *Any scheme which allows wider access for either the general public or the academic community is a good thing.*

- *Makes it easier for members of the public to access the higher education resources in UWE Library, and for UWE students and staff to access the wider community resources available from their local public library.*
- *It's a good way to promote the university, and our resources, to members of the public who might otherwise be unaware of us - linking well with our aim to engage with the community. It also promotes public libraries and their benefits to staff and students at UWE.*
- *I'm not convinced of the benefits, but it needs longer to bed down. I suppose the main benefit is mutual publicity, but the downside is that there's nothing to stop members of the public borrowing core texts from us. With unlimited renewals I can see problems with getting the books returned.*
- *Provides stronger links with UWE and the community. Enables members of the public to join UWE more easily and make use of the wealth of resources we have available. Raises the profile of the UWE within the local area.*
- *As long as it does not have a negative impact on student access to information the university should facilitate access to knowledge for all.*
- *I think it encourages wider use of libraries amongst our students and members of the public. It brings UWE closer with the public in the area it services, and it means I don't have to worry about having lots of library cards!*
- *Bigger, better regional presence - helps raise people's opinions of UWE - makes UWE seem more relevant and inclusive.*

### **2.3.2 UWE Library Services Staff – Focus Groups**

Two focus groups were undertaken with UWE Library staff, primarily staff with front of house responsibility, i.e. those who would have encountered members of the public wishing to register for the scheme; one group took place with staff at St Matthias, the other at Frenchay. The main discussion points were as follows:

- Library staff felt that they had been well-informed, prepared and that documentation was adequate.
- The process of registration was very straightforward, particularly after doing it once.
- There was concern from a number of colleagues concerning the lack of ID and proof of address, given that LibrariesWest cards tend not to have the user's name on it. The concern about security issues may encourage UWE to consider whether to tighten up ID etc. at registration; maybe one of the project recommendations should be to consider this.
- One of the advantages of the new registration process over the old one is that fewer external borrower cards would remain uncollected.
- A number of staff colleagues asked about borrowing patterns, e.g. % of registered externals (including LW) who actually borrow and then do so more than once. Given that there is no restriction on what books, to a maximum of five, they can borrow

(including overnight and 3 day loans), there was interest in finding out if heavy demand material is borrowed.

- There was a suggestion that consideration should be given to preventing members of the public from borrowing heavy use and short loan material.
- Not many new members ask about Guest access to online resources but some definitely do. There was a feeling that the public library online offering is very good.
- Very few new members ask about Internet access, though there was a feeling that it should be made clearer and more explicit what is (and is not) available to members of the public.

On balance colleagues were in favour of the scheme, but would suggest changes in registration, such as ID, proof of address etc. and further discussion concerning restrictions against borrowing particular categories of material.

### **2.3.3 LibrariesWest Staff Survey**

LibrariesWest consortium managers were sent a survey for their front line staff to complete regarding the UWE scheme, similar to the survey carried out with UWE Library Services staff (see Section 3.6). This was sent late in the pilot and at the time of writing this report only nine responses had been received, eight from South Gloucestershire Library Staff and one from Bristol.

All nine of the respondents were aware of the reciprocal borrowing scheme but only four had dealt with any enquiries regarding the scheme. However, five staff responded to the question "*Please describe your experiences of this*" as follows:

- Straightforward.
- One person came here to enquire about scheme. Another I informed them of it.
- I have referred people who want specialist books who don't want to wait for ILLs.
- I did inform one of our readers about this scheme and he registered his Active card with UWE as a result.
- Reader was not aware of the scheme.

Only three of the respondents had registered any UWE cardholders on the LibrariesWest system: two had registered one person using their UWE card and one person had registered one.

Those who answered the question about how easy they found the registration process responded as follows:

- Very easy. Just scan the UWE card instead of a Bristol one.
- I am aware of the of registration process via applying for a duel card at UWE.
- Had to look up instructions for first one but in fact, process is simple.
- I have experience of registering my South Gloucestershire card with UWE and found the process quite simple.
- It was straightforward though the card would not work on the RFID machine afterwards, issue passed on to IT Librarian



- The training seemed OK.

In response to the question relating to how much support the UWE cardholders needed, five people replied: one thought they needed no support, three thought they needed not much support and one thought they needed quite a bit. Two people described the support they had given: one described it as “explaining about the scheme” and the other as “one to one” support.

When asked for any additional comments, one respondent queried how well UWE promotes the scheme.

All nine LibrariesWest staff respondents thought the scheme should be continued and eight thought the main benefits were:

- Encourages use of public libraries by UWE students - makes things simpler for them - simple process for staff.
- Increased amount of book stock available.
- 1. Permits public access to wider range of stock; 2. Facilitates private study and research, including home education, e.g. Open University; 3. Permits and encourages students to make use of local public libraries, increasing the likelihood that those institutions will be maintained for the enjoyment of future generations; 4. It is a reciprocal relationship, for mutual enrichment and gratification.
- Access to a wide range of materials for users, also brings new customers into the library.
- We can support people studying in a better way.
- [Public library] members have access to more books.
- Wider membership potential and larger stock availability for LibrariesWest members.
- The choice of books geared to your needs.

#### **2.3.4 Main User Survey: Online survey of actual and potential participants in the scheme, both UWE and general public.**

An online Form Stack survey was drawn up (see Section 3.7) based on the evaluation requirements of the initial bid proposal but also taking into account some of the ways the scheme had been working and resources that had become available during the lifetime of the project; for example, Bristol and South Gloucestershire public library services began offering electronic access to lifestyle magazines about computing, cycling, cooking gardening home etc., while all LibrariesWest libraries introduced the *Access to Research*<sup>29</sup> online journal service at the beginning of January 2014.

The intention was that as many people as possible would respond to the survey, whether they had joined the scheme or not, whether they were aware of the scheme or not.

The survey went “live” on Tuesday 6<sup>th</sup> May 2014, and a link was distributed as follows:

- Via an email to all UWE members of staff through the Weekly Staff E-news.

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<sup>29</sup> Access to Research: <http://www.accesstoresearch.org.uk/> [accessed 2<sup>nd</sup> July 2014].

- Via a link to the survey from the UWE Intranet, to which all members of staff have access.
- Via an email to all UWE external borrowers who had provided email addresses on registration in the Library’s categories of External; LibrariesWest; and Schools.
- Via the UWE International Support Officer to email to UWE International Students.
- Via the UWE Students’ Union to put on their webpage / Facebook account.
- Via UWE Library services’ Facebook and Twitter accounts.
- To all LibrariesWest borrowers who had registered with a UWE card.
- Via school teachers and librarians in South Gloucestershire with whom UWE Library Services has contact.
- Via South Gloucestershire libraries to young people aged 16-19 who held an Active Card.

#### 2.3.4.1 UWE Staff/Student survey responses

The survey was distributed to UWE staff and students via the UWE Intranet, UWE Staff Weekly E-News, by email from the Student International Office and by UWE Students’ Union, from 6<sup>th</sup> May 2014.

By 31<sup>st</sup> May 2014 90 responses had been received from staff or students at UWE. Of the 90 only 19 were from students of which two were International Students. 20% of respondents do not use UWE Library and nearly half, 48%, do not use a public library in the LibrariesWest area. The vast majority (83%) of those who do use a UWE Library use Frenchay and the rest were evenly split amongst the other campuses.

64% of the UWE staff and students using the public library already had a LibrariesWest or Active Card. Nine (42%) stated that they didn’t know they could use their UWE card in the public library; one reported *“they said it couldn’t be done like that”* and another stated *“I tried but it didn’t work, library staff not aware of the scheme and not able to use it once they were aware (although they tried very hard to help!)”*. Another person said they had forgotten about it.

The libraries that were visited by UWE staff and students were:

Bristol	South Glos	B&NES	N Somerset	Somerset
Bristol Central Library 13	Bradley Stoke 5	Bath Central 1	Clevedon 1	
Bedminster 3	Downend 5		Portishead 1	
Fishponds 3	Staple Hill 4			
Clifton 1	Filton 2			
Henbury 1	Emersons Green 1			
Henleaze 1	Kingswood 1			
Horfield 1	Whitchurch 1			
Junction 3 1	Winterbourne 1			
	Yate 1			

One person who had joined the public library using their UWE Card and was very satisfied with their experience commented *“I went last week, I was the first one the lady had had*

*though she knew about it and knew she'd been given a briefing note on what to do. She then logged me on and I was able to borrow library books straight away, it was great!!"*

Asked whether they knew they could use their UWE card in a public library nearly half (42%) did know. The majority had heard via the UWE website, either the intranet (44%) or the Library website (15%) and/or by email (21%) via the UWE Staff E-News; six people had heard about the scheme from a colleague/student, one from a UWE bookmark, one from a poster, one from a member of Library staff and two from the Library TV Screen.

Reasons for joining their public library:

Borrow fiction	23
Books not at UWE – e.g. lifestyle books	18
Borrow DVDs	10
Borrow ebooks	3
Audiobooks	1
E-magazines	0

Additional reasons include:

Borrowing CDs including language CD; travel guides; children's books, "just books" and others commented they go to their public library because it is local, convenient and close to home. One person goes to the library to support the library service but generally buys books to give or receive as gifts.

Three borrowers had accessed language resources, mainly German and French, while one person cited Spanish and Latin.

Reasons given for not using the public library came mostly from UWE staff members, but did include two students, and were as follows:

- *Thought it was for students only.*
- *I was not aware I could use it.*
- *Had not thought the content relevant - I read for pleasure mostly on Kindle now.*
- *I've never had the need to.*
- *Too far away.*
- *I do not require a library.*
- *No need for books.*
- *Lack of time and energy.*
- *Don't use the library that often.*
- *Didn't know I could or what is available (UWE student).*
- *Don't like the library environment (UWE student).*

Two thirds of those who answered the questions had read notices and leaflets in the public library. Two people commented they like to keep an eye out for local events in the community "*I always head for the Community leaflet section of the public library to find out what is going on in my area*" and a third person wanted more of this kind of information about what's on in Bristol in the UWE campus libraries. Another person attended talks at the library and viewed plans.

The spread of postcodes of UWE staff and students who provided this information was as follows:

Bristol	South Glos	B&NES	N Somerset	Somerset	Outside LibrariesWest
BS1	BS15				CF24
BS3	BS16				GL2
BS4	BS30				GL50
BS5	BS31				NP16
BS6	BS32				SN14
BS7	BS34				SN15
BS8					
BS10					
BS14					
BS20					
BS21					

12 members of UWE staff and students said we could contact them and 11 provided their email address and one their phone number.

Optional additional feedback about the scheme provided by UWE staff and students was as follows:

- *Even if I haven't used the scheme (because I already had a public library card) I think it is a brilliant idea which should be kept and developed.*
- *It is very useful for engagement with local Small and Medium Enterprises who do not have the resources to buy academic publications themselves and access to our library is a tangible partnership benefit, even if available to all local people.*
- *It sounds like a good idea.*
- *I think it's great.*
- *Was not aware of the scheme, would be keen on using my public library now knowing this.*
- *As a staff member, I think the scheme is a good idea.*
- *It's an excellent scheme and I fully support it (in principal).*
- *I think it's very good in principle but I find all my library needs are met by the UWE library.*
- *I haven't used my local public library for several years and my membership has lapsed, but on hearing about this scheme I thought I would explore e-books / audio books. When I visited a local library they knew nothing about the scheme so I have left it at that and not pursued it any further.*
- *Although I don't use local libraries, I think this is a great scheme and I have publicised it to my second year students as a good way of accessing primary research materials the UWE library cannot hold, e.g. film star biographies.*
- *Think this is a great idea although I haven't used it yet - certainly intend to use it in future.*

### 2.3.4.2 Members of the Public / School Students (External Respondents)

Emails were sent on 6<sup>th</sup> May 2014 to external borrowers registered with UWE Library Services since the launch of the project on 1<sup>st</sup> December 2013 in the categories of UWE External Borrower, UWE LibrariesWest Borrower and UWE Schools Borrower. Of the 260 registered, 238 had provided email addresses. As this was an online-only survey, only those who had provided email addresses were contacted. Email returns designated “undeliverable” indicated that a further 10 at least did not receive the email, giving a total of 228 potential respondents from the UWE mailshot.

On 13<sup>th</sup> May 2014 emails were sent by LibrariesWest to 12 borrowers who have registered with LibrariesWest using their UWE Card, of which three were UWE SWRLS Project staff.

By 31 May 2014, 32 people had responded to this section of the survey.

Member of public over 19 years of age	52%
College student not at UWE	20%
School student	12%
School staff	17%
College staff not at UWE	0%
Other	
- OU student	
- Postgrad at Southampton University	
- Library Assistant North Somerset	

25 of the 32 respondents had used UWE Library and 64% of respondents used a public library in the LibrariesWest area. The local libraries they listed as visiting the most were:

Bristol	South Glos	B&NES	N Somerset	Somerset
Bristol Central Library 5	Bradley Stoke 4		Clevedon	
Downend 1	Staple Hill 1		1	
Fishponds 1	Thornbury 2			
Henbury 1				
Henleaze 2				
Horfield 1				
Junction 3 1				

Just over half of the members of the public who responded knew they could use their public library card at UWE and 52% had used a LibrariesWest card to access UWE Library. 78% of the respondents had joined UWE Library. Eight borrowers stated that they had joined LibrariesWest as part of the UWE/LibrariesWest scheme whilst 17 stated they already had a LibrariesWest card. Of those who indicated this, all but one do not appear to have a LibrariesWest card (2 live out of area) so it is most likely that the respondents didn't understand the question.

Four school students responded to the survey and two of those stated that their experience of visiting UWE made them more keen to study at University but three school students said they were not very likely and one not at all likely to study at UWE. They all plan to go on

to study further. One plans to study Chemistry at University of Bristol, another plans to study Psychology and Business Joint honours at Oxford Brookes and a third plans to study Geography and Spanish at the University of Exeter. The fourth school student had not yet decided. 15 respondents had used the UWE Library to access books or other materials to help them with coursework or exam revision. Five people told us they were studying for A levels (AS/A2) and one for the EPQ.

Four external borrowers stated that they did not know they could use their public library card at UWE, one of whom said they felt happier having the “proper UWE card”. A further respondent stated that the reason they had a UWE External Borrower card rather than using a public library card was to give them “*access to the study spaces in the library out of staffed hours and the external user card provides digital access [through the Library turnstiles]*”. Two other borrowers do not live in the LibrariesWest area (one Herefordshire, another Gloucestershire) and another respondent felt the question didn’t make sense.

Four respondents described themselves as school students, and six were school staff. Five stated that they had heard about the scheme from a school visit. Eight had found out from the UWE website, a couple of people heard about it from someone else and others cited staff at Bath Spa University library, staff newsletter, newspaper article, Twitter and South Gloucestershire Libraries website.

72% of respondents use Frenchay campus Library, 20% St Matthias and 4% each Glenside and Bower Ashton and none use Alexandra Warehouse, which is in Gloucester and, incidentally, outside the LibrariesWest region.

When asked about areas of most interest to them at UWE libraries, they responded as follows:

- Environment and ecology.
- Disciplines of education (psychology, sociology, philosophy and history).
- Literary criticism.
- History, particularly social, including local history.
- Performance, arts, urban studies.
- Computing, Science and Technology, Electronics.
- Electronic healthcare resources.
- Business, supply chain management.
- Journal/online material would also be useful for study purposes.
- Psychology/psychotherapy/child development/art therapy.
- Management texts, Psychology / mental health texts, Women's suffrage movement history books, newspapers in other languages - and access to study space 24/7 during term-time.
- Animal welfare and equine science.
- Engineering and languages.
- Geoengineering.
- Access out of staff hours.
- This is a very useful service for our students.
- Marine deep sea life.

- Extended project research for students and subject specific visits e.g. Glenside Health library.
- Research and Study skills, EPQ, Library Skills.
- Support for EPQ students, access to materials for 6th form- sessions to help them bridge the research gap between school and university.

The majority of the borrowers (61%) accessed books, 25% accessed Journals / Magazines and a 15% accessed online journals. However one commented: *"I used the e-journal guest access at UWE once, but found the terms of access (staffed hours only) too restrictive. The public libraries then launched "Access to Research" and it is far more convenient for me to access e-journals this way now"*.

Of the 22 people who answered this question, 68% of respondents had accessed materials to help with coursework or exam revision.

Reasons cited for joining UWE Library were as follows:

- *To gain access to research resources within the Law Library.*
- *So that I could borrow books to help me with my Extended Project.*
- *Because I am an A-level student and the library resources on offer at UWE are more age appropriate and academic that the resources I can access in the public or Sixth Form library.*
- *Because my daughter wanted more books for her studies than she could borrow. However, I have also borrowed books subsequently*
- *I am currently doing an HR course so the access to HR resources is invaluable.*
- *I was applying to UWE to train as OT. I wanted to prepare for interview, test the scheme and explore an academic library!*
- *To access specialist materials to research the women's suffrage movement. The public library holds a good range of books on this topic. UWE Library holds even more, including many rarer items. I can also access a greater variety of management books at UWE than through public libraries. This is helping me to complete a professional qualification (MCLIP). I also read the newspapers in other languages available at UWE ("El País" and "Le Monde"). I appreciate the flexibility of opening during unstaffed hours, which enables me to use a library for study space when public libraries are closed.*
- *I was doing some research for an M.A. dissertation and wanted to use some of your books and find out about primary material.*
- *I joined because UWE it is closer to me than a public library, and because I hoped UWE would have a better range of technical books.*
- *Wider access to printed material particularly databases.*
- *I wanted access to equine science and animal welfare journals and books for interview preparation. I approached Hartpury College who passed me onto UWE.*
- *The books I required for my course were available. I am specialising in sociology and social psychology and except possibly one book, everything else has been on the shelf.*
- *To borrow books relevant to my OU study. It also makes me feel entitled to use the library for study - the Silent area is very helpful (once I had told the selfish girl using her mobile phone to shut up!)*

- *Primarily for the study spaces available, but also for some more specialist non fiction books not available at public libraries.*
- *I am a postgraduate at Exeter and joined via SCONUL<sup>30</sup> to have access to books and research materials for my dissertation.*
- *I study at University of Birmingham, but live in Bristol, so it is easier sometimes to borrow books from UWE.*
- *I am a part time MA student at the University of South Wales in Newport but live in Bristol. I wanted to borrow books and to work at the St Matthias campus library.*
- *To access academic books relating to education.*
- *To access books and journals.*
- *I am an engineer and like the access to technical books. I also find it as a quiet place to work and concentrate.*
- *To access materials when in Bristol which I visit from time to time for work.*
- *I visited the library with school while doing the Extended Project Qualification.*

Respondents were asked to tell about their experience and the following responses were received (editorial comments have been added in [ ] where respondents' comments are incorrect):

- *The library is well equipped in Management and technical books. It would be good to have access to online sources, such as journals and books. [Guest access to selected online resources is available for members of the public].*
- *Positive points: UWE has a huge range of books, including exactly the kind of thing I was looking for. There is such a wealth of information here I will certainly be visiting again. Staff were very helpful and welcoming. Negative points: I found the layout confusing - thankfully I am familiar with the Dewey Decimal system or I would have been completely lost. I couldn't figure out where I was allowed to park the car, so eventually parked off-campus and walked in. Some suggestions: The online map of the Frenchay campus is useless! Where is the library and where can I park? Even having been to the library, I still can't find it on this map! I was a little confused as to why there was a children's section in the quiet area. It's great that there is a good selection of children's books, but I think they need to be moved elsewhere - you can't realistically expect children to stay quiet! [Coincidentally, the children's books collection has now been moved to a non-quiet area of the Library!]*
- *Your staff are lovely, the atmosphere is welcoming. You even have the same RFID like us in public libraries. The books I discovered were useful and your opening hours convenient. Just heard that I've secured a place as a student come September - by the skin of my teeth! Many thanks for your smiley assistance; it definitely helped me move my life on. The scheme is a great idea. You may want to publicise it more, because I know no one else who has used it yet.*
- *I have found the library very helpful. The online search facility is very good as is the 'Ask a Librarian' feature. It is amazing to be able to request books from other campuses. Very generous indeed.*

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<sup>30</sup> SCONUL, through its Access scheme, enables staff and students at one university to use for reference and sometimes to borrow materials from another university's library: <http://www.sconul.ac.uk/page/about-sconul-access-0> [accessed 31st July 2014].



- *I have found the library staff to be really helpful and friendly. Along with the excellent range of books, I think the library is really useful and have no complaints. The only thing I think that could be improved is access. As I am a student who works it would be helpful if I was able to access the library after 5pm in the week. [This is possible for members of the public with a public library card]. I am enjoying using the library, it is well set out and the online book search is excellent.*
- *I found the library very beneficial as it had a wide range of resources that were relevant to my coursework. However, it was a very busy library and there wasn't really anywhere to sit.*
- *There was a bit of a delay joining, while the staff found the right folders and papers for a SCOUNL borrower - obviously they don't get one that often! - but everyone was friendly and helpful. I then browsed the shelves in the relevant section. I did borrow a couple of books which provided helpful context, but I was disappointed that the books were all pretty old.*
- *I think the service is excellent, and I am gaining a great deal personally from this facility - so thank you! Because I work in libraries I found it relatively straight forward to find my way around UWE services. I knew I could search the UWE catalogue online and discovered by testing for myself that I could manage my loans online, renew etc. If I was unfamiliar with libraries I would not have known this. It would be helpful for new members to UWE, who have joined from LibrariesWest, to receive some helpful info on joining. The helpful info could be by email, as part of the "Welcome email" which I received which contained my PIN. New UWE users might like to know they can choose the same PIN as they already use in public libraries: I requested this on joining. You might want to make it clearer that UWE items must be returned to a UWE branch and not a public library. The maximum number of loans - which I discovered through trial and error - is 5. The fact that reservations are free of charge. A plan of the physical layout of UWE Library. Access during unstaffed hours explained. Where returns should go and where the Self-service machines are located - the displays and operation of these are different to the machines in public libraries: you need to enter your PIN number as well as scan your library card to borrow. UWE Library does not send reminder emails before items are due for return [UWE does in fact do this] - a service public library users are likely to expect. Public library users at UWE can only access e-journals through Guest Access during staffed hours only. For e-journals the "Access to Research" facility available in public libraries is a better option.*
- *It has been a pleasure to work at St Matthias, where I have written some of my Masters dissertation. Lovely and quiet! A pity this campus is being sold off!*
- *Helpful to somebody with Asperger's.*
- *I found that the parking for library visitors was not clearly marked and I ended up driving around the campus twice trying to follow the visitors car park signs until I realised that it is situated on the other side of the entrance roundabout. Once inside the campus the way to the library was clearly signposted and the library staff were very friendly, efficient and helpful. The library wasn't as clean as I was expecting with a lot of food and drink wrappers/containers left on the desks but the toilets were clean and tidy.*
- *This is an excellent initiative and provides an invaluable resource. All members of the library staff that I approached for assistance were extremely helpful. I am very*

*impressed that UWE has taken this initiative enabling members of the public to gain access to its resources.*

- *The staff were helpful and very friendly. They helped my daughter to find all the books she was looking for*
- *As well as encountering helpful counter staff, I had a very helpful email from a subject librarian who had been to some trouble to look into what material the university had on the subject of ragged schools.*
- *Excellent staff able to help. Students do insist on talking in the 'silent no talking' spaces.*

Satisfaction levels were described as 'Very satisfied' by 13 of respondents and 'Satisfied' by 11 of them.

14 of them provided email contact details for us to contact them further.

Finally, further feedback was optional and the feedback left by the external borrowers was:

- *I think it's a great scheme.*
- *I didn't note above that I am a staff member in South Gloucestershire Libraries and so I heard about the scheme a while ago and have been eagerly anticipating its launch. Thank you for making it happen!*
- *The borrowing is great. Just wonder about the parking at Frenchay.*
- *It would be nice to be able to collect/return books via a public library - maybe for a small fee?*
- *I think subject staff need to get more involved in this opportunity and maybe an advertising poster to go into subject areas would be useful e.g. Did you know... [comment from member of school staff]*
- *I didn't know details of the scheme.*

Providing home postcode details was optional and members of the public who did provide postcodes live in the following areas:

Bristol	South Glos	B&NES	N Somerset	Somerset	Outside LibrariesWest
BS1	BS16				GL8
BS3	BS30				GL16
BS5	BS32				
BS7	BS34				
BS9	GL12				
BS10					
BS20					

Section 3: **Appendices**

**3.1 Project Bid to SWRLS**



**SWRLS Bid Proposal Form**

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If, following consideration of your Expression of Interest, you are encouraged to submit a full proposal; the completed full Bid Proposal Form should reach the Director no later than **19 April 2013**

**Please send your completed form to:**

Lynn Osborne

director@swrls.org.uk

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The outcome of bids for funding will be announced by 10th<sup>th</sup> May 2013.

Please note that the decision of the assessment panel will be final but feedback will be given if requested.

## **1. Project Title**

### **Open Doors**

## **2. Organisation submitting this Bid Proposal form (lead partner)**

Name: South Gloucestershire Council Community Cultural Services

Address: South Gloucestershire Council, Libraries and Arts, Council Offices, Castle St, Thornbury, South Gloucestershire. BS37 9BJ

Telephone: 01454 865782 Email address: martin.burton@southglos.gov.uk

## **3. Person submitting this Bid Proposal form (project manager)**

Name: Martin Burton (project sponsor)

Organisation: South Gloucestershire Community Cultural Services

Job Title/Role: Community Cultural Services manager

Contact address: South Gloucestershire Council, Libraries and Arts, Council Offices, Castle St, Thornbury, South Gloucestershire. BS37 9BJ

Telephone: 01454 865782 Email address: martin.burton@southglos.gov.uk

## **4. Project summary (Max of 200 words)**

The project will investigate, trial and evaluate joint membership between a public library service and academic library. This will include the joint use of cards without joining membership databases. As all libraries use bar codes a card can be scanned into both databases creating separate memberships in each, there will not be a merging of databases.

It will scope the impact of reciprocal borrowing and also use of enquiry and IT services within academic libraries, i.e. what considerations would need to be addressed to facilitate such a scheme.

The INSPIRE scheme supports libraries in working together to improve access to information and learning for all. This project builds on INSPIRE and local initiatives

- UWE have developed guest access to online resources (see <http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/membersofthepublic/guestaccesstodatabases.aspx>) and have recently made their external borrowing scheme free to all.
- South Gloucestershire has a joint library and leisure card which promotes use of leisure and library facilities as well as promoting a healthy lifestyle and community activities.
- South Gloucestershire is an Arts Council England national pilot and is aiming to have every child at secondary school as a member. This project will promote use of a HE site and possibly encourage them to consider applying for higher education when they leave school.
- LibrariesWest has a joint card covering five local authorities

## **5. Which of SWRLS' objectives or strategic priorities does it support?**

### **Meeting of SWRLS objectives**

- 1.1. Promote co-operation between libraries in the SW: Will improve joint use of libraries and lead to greater uptake in the services offered.
- 1.2. Maintain access to a unified catalogue: This project will promote access to online catalogues by students and the public, it is not envisaged unifying / merging the catalogues but with the development of WorldCat access to a single catalogue could be a future option.
- 1.3. Promote the principle of community education as this bid supports people to make better use of the library services in their area.

### **SWRLS Priorities**

- 1.4. This project will raise the profile of SWRLS by developing a model that could be replicated nationally
- 1.5. Demonstrate value for money: Better use of library services and direct usage will lead to better use of local resources
- 1.6. Involvement with training / workforce development: Staff from both sectors will need briefing on what each sector has to offer in order to advise customers
- 1.7. Encourage cooperation and partnership working between libraries: This is a good example of libraries working together for the benefit of their communities
- 1.8. Promote resource sharing and improve access: This project meets this aim by improving access for the community, including students new to the area, and international students who may well benefit from the multi lingual literature in public libraries

## **6. Project Aims – What do you want to achieve/learn/demonstrate? (Max 200 words)**

- a. To investigate the ability of the community to access public and academic libraries through the use of their home library card
- b. To identify issues connected with open usage of academic libraries, including support and safeguarding issues
- c. To cross promote usage of academic libraries by the public, especially 16 – 18 year old students and for HE students to make use of their local public library network
- d. To evaluate the issues of opening free membership to non members of academic institutions
- e. To support the South Gloucestershire universal membership scheme for young people
- f. To promote usage of HE libraries by students considering applying for university to encourage progression to UWE

## **7. Project Methodology - How will you achieve your aims?**

A project leader will be appointed to manage the project

They will be supported by a project board which will consist of representatives from UWE and Libraries West. in the interests of effective joint working.

A sharing of issues will help inform the set up of a pilot which will then be evaluated (see section 8 for detail) and information shared (see section 10 for detail).

## **8. Project Timescale – Briefly outline the project timescale/plan including any relevant milestones**

### Stage 1 (May-July 2013)

- Define membership of project board, appoint project manager [or project leader] and project assistant
- Meetings between key staff of the library depts. to scope the project, identify the issues, articulate the outcomes/benefits, agree the measurements of the project and how best to communicate with the users
- Identify and speak to other institutional stakeholders about pilot (for example Health and Wellbeing services, Schools and Colleges Partnership Services at UWE)
- Identify actions to be taken within each service and timetable
- Use other models of practice to inform approach (e.g. The Hive at Worcester a joint Council/University venture where resources are accessible to everyone and a major joint cross-sectoral scheme in Swansea)

### Stage 2 (July-September)

- Develop policies and protocols for the project (stock for loan, times of day for access, how to deal with debtors, safeguarding, etc.)
- Ensure all relevant issue machines can read the requisite barcodes

### Stage 3 (September)

- Communication to users
- Pilot testing and launch

### Stage 4 (October 2013 – April 2014)

- Trial for period of 6 months
- Regular reviews to address any problems

### Stage 5 (April-May 2014)

- Evaluate trial to establish impact on customers and on library staff, and to report on demographics of users, patterns of usage and qualitative feedback about service

### Stage 6 (June/July)

- Share learning with other public / academic libraries in South West

**9. Project Evaluation and performance Indicators - How and when will you evaluate the findings/activities of your project? What performance indicators will you use to demonstrate success of the project?**

Quantitative evaluation –

- to include take up of service, usage of stock, type of materials used etc.

Qualitative evaluation –

- Surveys/focus groups with customers to identify:
  - % satisfied users as a proportion of all users
  - Collections/services accessed – when/why
  - Impact of use of respective library on (depending on customer)
    - academic work
    - community engagement
    - foreign language materials
    - access to academic resources aiding personal development/research
    - understanding of local community
    - homework
    - understanding of academic resources
    - perception of University as a potential location for future study
- Focus groups/surveys of library staff to ascertain:
  - % of enquiries from these “new customers” as proportion of all enquiries – face to face, email, chat
  - Challenges experienced
  - Benefits accrued
  - Performance indicators-
    - Number of registrations at each service (target % or number?)
    - Qualitative feedback about positive experience in supporting study/leisure needs from pilot service

**10. How will the benefits be sustained after the project is completed?**

Ongoing relationship between key stakeholders, including 6 monthly meetings to review, revise, improve the service.

Use of SWRLS and its networks to promote the positive benefits

Promotion of service to be included in each organisations’ marketing campaigns

Link with other activities (e.g., at UWE. the Schools and Colleges Partnership Services’ initiatives and, at S. Glos, the ACE project).

**11. How will you promote and disseminate your findings to other SWRLS members?**

Report on evaluation of pilot.

**12. Specify collaborative partners, if any, and the balance/nature of collaboration**

UWE Library Services (50%)

Libraries West (50%)

**13. Which SWRLS members will be involved in your project and what will their roles be?**

Libraries West would be on the steering group and take an equal active part in the leadership of the project. South Gloucestershire will be the lead member for the Consortium.

UWE Library Services would recruit the project leader and relevant staff would be on the steering group.

**14. List any other organisations that will be involved in the project and indicate what they will contribute**

The S. Glos Active Partners would be involved in ensuring they offer services relevant to students

The UWE Schools and Colleges Partnership Service would be involved in advising on impact studies and performance measurement

**15. Funding requested (min. £2,000, max £10,000)**

£5,000

**16. Please provide a simple breakdown of your estimated project costs and income.**

Staff - £4,200K (equivalent of one month's work at stages 2, 3 and 5)

Promotion - £500 (for report/posters/fliers)

Evaluation - £300 (focus groups, incentives)

**17. What level of resources will the partners of this project contribute? E.g. Staffing, accommodation, cash etc.**

UWE and Libraries West will identify staff who can undertake stages 1, 2, 4 and 6 and who will oversee the project assistant to manage stages 2, 3 and 5

**18. If the full amount you requested cannot be given, what is the minimum amount you would need and what could be achieved with this amount?**

£4,000 (this would remove the promotional material which would be key for the project)

**19. Please state the name and title of a relevant senior person within your organisation (e.g. Head of Libraries / department / Service) and confirm they support this bid.**

Martin Burton, Community Cultural Services Manager, South Gloucestershire Council

**20. Signature of project manager submitting this proposal**



M.É. Durk

**Date** 16<sup>th</sup> April 2013

## 3.2 Communications

This appendix contains examples of the communications used by the project.

### 3.2.1 Information sheet for school teachers

## Open Doors Libraries Project

### One Ticket Opens All Doors - Step through and find a world of opportunities

Open Doors is a scheme which can help school students moving up the ladder of studies into higher education. It can also open doors for careers and training; adult education, knowledge, information for all...

Across South Gloucestershire and the LibrariesWest region, libraries are working together to Open their Doors to students, school students 16 and over, and the general public. If you have a South Gloucestershire Active Card you will be able use it for all your library needs.

#### How it works

##### Public Access for 16 year olds and over to UWE Library

**Are you 16 or over? Need to read some specialist books or journals? Well now you can by using the University of the West of England's Library Service.**

If you live in South Glos and want to use a University library free of charge now is your chance. You can come to the University of the West of England library at any of the Campuses.

Using your existing South Gloucestershire Active Card or your LibrariesWest public library ticket you can:





- borrow a course book or academic text,
- access specialist journals on paper and online within the library,
- get help from the University Library staff


Visit UWE Library at a local campus during staffed hours, go to the Help Desk and get started! Check our web page for details about the library and when it is staffed.


<http://www1.uwe.ac.uk/library/visitingthelibrary/campuslibraries.aspx>

#### How the Public can use UWE Library

We are in the process of updating our web page but for people in South Gloucestershire and LibrariesWest generally the situation is as follows:

-  You must have an existing card – Active Card or LibrariesWest
-  Visit a UWE Library during staffed hours
-  Go to the Help Desk with your Active Card and the staff will register you – they will ask you to fill out a form with your details – address, email etc.
-  They will issue you with a pin number.

 You can then take out books. The machines are the same sort as in your local public library but at UWE you have to enter your UWE pin number before you can take out a book. If you want you can then change your UWE pin number to be the same as your Active Card one using the UWE Library self-issuing machines.

 Any book you take out from UWE Library you must return to one of the University libraries and not to your local library.

To find a book at UWE before you go why not check out the online catalogue?  
<http://www1.uwe.ac.uk/library/default.aspx>

*This is a new project and we will be keeping an eye on how everyone is using the Libraries and may contact you to ask your opinions and ideas on the scheme.*

*This scheme is a Partnership between the University of the West of England Library Services and South Gloucestershire Council's Community Cultural Services with funding from the South Western Regional Library Service (SWRLS)*

### **3.2.2 Emails to UWE staff, students and public (South Glos)**

## **Text that went to all UWE Staff in the Weekly e-news for UWE staff on 10 December 2013**

### **UWE and local public libraries**

Did you know you can now use your UWE ID Card to access public library resources? Just take your UWE ID Card to your local public library in the LibrariesWest region, and they will add your card to their system and you can borrow resources immediately. The public libraries offer a range of resources, including books in many languages, DVDs, e-books and information about local community activities and events. This pilot is funded by the South Western Regional Library Service.

For further information please visit the [UWE and public libraries partnership web page](#).

**Geoff Cole, Library Services**

### **3.2.3 Press Releases and Press Coverage**

PRESS RELEASE

UWE Bristol and local libraries team up to offer wider access

Issue date: 05 March 2014

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UWE Bristol and South Gloucestershire libraries have teamed up to make it even easier for the public and students to access library services.

Under the new partnership, library users aged 16 and over can use their library Active Card at four of UWE Bristol's campus libraries (Bower Ashton, Frenchay, Glenside and St

Matthias) during staffed hours, to access higher education resources. They will be able to borrow up to five items and will also have access to specialist print journals and support from university library staff. The project is currently targeting sixth form students who need to access high level learning resources for their studies.

In return all UWE Bristol students and staff can use their university ID card to access the wider community resources available from their local public library. UWE Bristol are targeting international students who live in South Gloucestershire as libraries present a great way for them to get to know their community.

Cllr Claire Young, Chair of South Gloucestershire Council's Communities Committee, said, "This is an excellent partnership between the council and UWE Bristol which brings mutual benefits to both parties, and will encourage everyone to make better use of their local library facilities. It gives sixth form students and local residents access to the university's specialist learning materials and enables university students and staff to access their local public library and all of the community activities that take place there."

Louise Davies, head of sixth form at Castle School in Thornbury, said, "We work closely with our students to develop their research skills, but they are often unable to access specialist journals and books. This scheme will allow them to use a much greater range of resources, providing invaluable preparation for higher education and the world of work."

Geoff Cole, UWE Bristol's community engagement and schools support librarian, said, "UWE Bristol students and staff can also access wider community resources by signing up to a South Gloucestershire or LibrariesWest public library with their staff or student ID card. The LibrariesWest area includes South Gloucestershire, Bristol, Bath and North East Somerset, North Somerset and Somerset. Both schemes are offered free of charge."

UWE Bristol students and staff simply need to take their ID card to the library's help desk on their first visit where it will be registered on the LibrariesWest system.

The project is funded by the [South Western Regional Library Service \(SWRLS\)](#). For more information visit your local public library or [any of the campus libraries at UWE during opening hours](#).

# Gazette

Article in Gazette Series online – 7 March 2014

[http://www.gazetteseries.co.uk/news/11061755.Local\\_libraries\\_and\\_UWE\\_Bristol\\_team\\_up\\_to\\_offer\\_wider\\_access/](http://www.gazetteseries.co.uk/news/11061755.Local_libraries_and_UWE_Bristol_team_up_to_offer_wider_access/)

## Local libraries and UWE Bristol team up to offer wider access

1:30pm Friday 7th March 2014 in [News](#)

SOUTH Gloucestershire libraries and the University of the West of England Bristol have teamed up to make it even easier for the public and students to access library services.

Under a new partnership, library users aged 16 and over can use their library Active Card at four of UWE Bristol's campus libraries at Bower Ashton, Frenchay, Glenside and St Matthias during staffed hours, to access higher education resources.

They will be able to borrow up to five items and will also have access to specialist print journals and support from university library staff. The project is currently targeting sixth form students who need to access high level learning resources for their studies.

In return all UWE Bristol students and staff can use their university ID card to access the wider community resources available from their local public library. UWE Bristol is targeting international students who live in South Gloucestershire as libraries present a great way for them to get to know their community.

Louise Davies head of sixth form at Castle School in Thornbury said: "We work closely with our students to develop their research skills, but they are often unable to access specialist journals and books. This scheme will allow them to use a much greater range of resources, providing invaluable preparation for higher education and the world of work."

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Geoff Cole, UWE Bristol's community engagement and schools support librarian said: "Students and staff can also access wider community resources by signing up to a South Gloucestershire or LibrariesWest public library with their staff or student ID card. The LibrariesWest area includes South Gloucestershire, Bristol, Bath and North East Somerset, North Somerset and Somerset. Both schemes are offered free of charge."

The project is funded by the South Western Regional Library Service (SWRLS). For more information visit your local public library or any of the campus libraries at UWE Bristol during opening hours.

### 3.2.4 Web pages UWE

Home / Library / Visiting the Library / Not based at UWE? / Join the Library / UWE and public libraries partnership

## UWE and public libraries partnership



UWE and local public libraries have joined together to make it easier for members of the public to access the higher education resources in UWE Library, and for UWE students and staff to access the wider community resources available from their local public library.

### LibrariesWest and Active Card holders

Are you 16 or over? Thinking of studying at UWE? Or just want to read some specialist books or journals? You can use your LibrariesWest library card or South Gloucestershire Active Card in the University of the West of England's library.

Once you have [joined UWE Library](#) you can...

- borrow a course book or academic text
- access specialist print journals
- [access databases](#) containing online journal articles
- get help from the university library staff

### UWE ID card holders

Studying or working at UWE? Want to find a wide range of non-academic books such as novels, cookery, how-to? Or just want a place to study? You can use your UWE ID card in public libraries across the [LibrariesWest region](#).

Just take your UWE ID card to the help desk on your first visit and they will register your card on the [LibrariesWest](#) system.

Page last updated 12 December 2013

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#### Library

- > Visiting the Library
  - Campus libraries
  - Not based at UWE?
    - Join the Library
    - Partner institutions
    - Schools and colleges
  - About the Library
  - Visiting other libraries
- > Using the Library
- > Your subject
- > Study skills
- > Help

#### Related links

- > LibrariesWest: search local public libraries
- > Search UWE Library

#### Ask a Librarian with 24/7 live chat

#### Opening times


#### LibrariesWest

Public libraries in the following local authorities are part of LibrariesWest:

- > Bath & North East Somerset
- > Bristol
- > North Somerset
- > Somerset
- > South Gloucestershire

#### About the partnership

The project partners are South Gloucestershire's Library Service (on behalf of LibrariesWest) and UWE Library Services. The project is funded by the South Western Regional Library Service (SWRLS).



### **3.2.5 Web pages LibrariesWest**

As the LibrariesWest website was being redeveloped during the course of the project, it was not possible to provide details of the reciprocal borrowing scheme through that means. Members of the public who expressed an interest in joining the scheme were directed to the UWE and public libraries partnership web page [see previous page].

### 3.2.6 Bookmarks

# Using your UWE ID Card in public Libraries

**Did you know you can use  
your UWE ID Card in public  
libraries near UWE?**

The LibrariesWest consortium includes public libraries in Bristol, South Gloucestershire, Bath & NE Somerset, North Somerset and Somerset.

Why not do a bit of leisure reading: novels, cookery, sport, how-to manuals, etc. or pick up a DVD.

You can also find books in many languages via the Bristol public libraries.

To get started take your UWE ID Card to a public library, register and start borrowing.

To find your local LibrariesWest library follow the QR code or go to [www.librarieswest.org.uk](http://www.librarieswest.org.uk)



University of the  
West of England



Funded by South Western  
Regional Library Service



LibrariesWest



Library Biblioteca  
 könyvtár  
 লাইব্রেরী  
 文库  
 লাইব্রেরি  
 библиотека  
 पुस्तकालय  
 図書館  
 bibliothèque  
 knižnica  
 thư  
 việ  
 நூலகம்  
 লাইব্রেরী  
 библиотека  
 Bibliothek  
 knihovna  
 ਲਾਇਬਰੇਰੀ  
 knižnica  
 ikawé  
 bibliothèque  
 مكتبة عامة  
 நூலகம்  
 maktabadda  
 kütüphane  
 図書館  
 مكتبة عامة  
 biblioteka  
 knižnica  
 biblioteka



# Using your UWE ID Card in public Libraries

Did you know you can use your UWE ID Card in public libraries near UWE?

Why not do a bit of leisure reading: novels, cookery, sport, how-to manuals, etc. or pick up a DVD?

You can find books in lots of languages through Bristol public libraries

To get started, take your UWE ID card to a public library, register for free and start borrowing

To find your nearest LibrariesWest library follow the QR code or go to [www.librarieswest.org.uk](http://www.librarieswest.org.uk)



Funded by South Western Regional Library Service





## Unwind

Relax and escape in  
the latest books at  
your local library

- > latest books
- > e - books
- > DVDs



University of the  
West of England

Active Libraries



South Gloucestershire  
Council



## Study

undisturbed  
at your local library

find yours now at  
[www.southglos.gov.uk/libraries](http://www.southglos.gov.uk/libraries)

Members of South Gloucestershire  
libraries can also use the  
University of the West of England's  
libraries to:

- > borrow a book
- > access specialist print and  
online journals



### 3.2.7 Posters



**Did you know you can use your UWE ID card in public libraries near UWE?**

Why not do a bit of leisure reading: novels, cookery, sport, how-to manuals, e-magazines, or pick up a DVD?

You can find books in lots of languages through Bristol public libraries.

Take your UWE ID card to a public library, register free of charge and start borrowing.

To find your nearest LibrariesWest library follow the QR code below or go to [www.librarieswest.org.uk](http://www.librarieswest.org.uk)



 **LibrariesWest**  
Funded by South Western Regional Library Service



 **University of the West of England**  
**BRISTOL**

**better together**

### 3.2.8 Articles

#### **SWRLS-funded Open Doors Project**

Following the successful completion during 2011/12 of a collaborative SWRLS-funded project investigating 'walk-in' access for members of the public to online resources in FE and HE libraries in the South West ([http://www.swrls.org.uk/Online\\_Resources/Walk-in-Access\\_for\\_Electronic\\_Resources](http://www.swrls.org.uk/Online_Resources/Walk-in-Access_for_Electronic_Resources)), we have been awarded further funding by SWRLS to investigate reciprocal use of UWE Library Services and local authority libraries in the region covered by LibrariesWest (<http://www.librarieswest.org.uk/>).

As part of the project we will evaluate our existing services to members of the public and set up a trial/pilot to evaluate the feasibility of facilitating use of our Library in this way by members of public libraries in the region, particularly focusing on 16-18 year old students. The project will also seek to promote the benefits to our students and staff of joining their local public library. Having opened up our external user service for no charge from the beginning of this year, and introduced a guest access service to databases, this project allows us to explore further ways of working with local public libraries to cross promote services to specific groups.

This project fits well with the UWE Bristol Strategy 2020 and Library Services Strategic Directions 2013-2020, both of which clearly articulate the rationale behind and strategies supporting the institution's widening participation and community engagement priorities.

One of the University's ambitions is to be known nationally and internationally as the best university for:

- Connecting and working with our local and regional economy, businesses and communities and international partners to advance knowledge, and to advance the health, sustainability and prosperity of our locality and region.

This will be achieved through:

- Effective national and international collaborations with schools, colleges, universities and other partners to raise aspirations and attainment, encourage and support progression to higher education, and recruitment to UWE Bristol.
- Active and connected community and public engagement, developing our leadership role in working with diverse communities of practice, public organisations and individuals, maximising the potential of the talent-base in UWE Bristol and the Bristol city-region.

The project builds on services the Library has been providing for a number of years, including:

- Support for students at local schools and colleges, including 6<sup>th</sup> form study visits to allow students to make use of our resources to support qualifications such as the EPQ (Extended Project Qualification).
- Services we are now making available to members of the public, such as free membership and guest access to online resources.

While the UWE Library Services offering will be available to any public library member within the LibrariesWest area, the initial pilot stage of the project will focus on 16-18 school students in the South Gloucestershire authority. Similarly, while the LibrariesWest service will be open to any student / member of staff at UWE, the pilot will initially target international students.

One of the aims of the project is to simplify joining and registration processes. This will be achieved by allowing members of the public library services to use their public library/LibrariesWest card at UWE. A brief record will be added to our Library system and users will be able to borrow immediately. Similarly, UWE students and staff will be able to use their UWE card to borrow from the public library without the need for a separate card. For all potential users, members of the public library service and UWE students and staff, one card will work in both places.

Further information and training for Help Desk colleagues at all campuses will be made available shortly.

We are proposing a soft launch of this reciprocal borrowing scheme at the beginning of December when it will be possible for members of the public with a LibrariesWest card to join UWE Library and UWE students and staff to join South Gloucestershire public libraries. This soft launch will incorporate low level promotion through our existing links with South Gloucestershire schools and through South Gloucestershire's existing communication mechanisms.

In the New Year and focusing on South Gloucestershire's regular three-monthly newsletter in March promotion will be extended further within South Gloucestershire.

From the beginning of December we will be working with UWE's International Development Office/Global Student Support (title??) to promote South Gloucestershire's library services to our international students with a view to extending this in the New Year.

During May-July we will evaluate the impact of this reciprocal borrowing/membership service with a view to adapting/improving what is made available and, if appropriate, promoting it more widely to other library services and age groups in LibrariesWest and to all UWE students and staff.

Geoff Cole ( Project Leader) and Frances Robertson ( Project Officer) are working closely with Martin Burton (Project Sponsor, South Gloucestershire Community Cultural Services Manager, in charge of their Library Service) and a project board consisting of Jackie Chelin, Ellie Clark-Webster, Ian Collins, Jon Hallett, Janet Lonsdale (UWE's Schools & Colleges Partnership Service) and Paul Townsend and Emma Fisher from South Gloucestershire Libraries.

If anyone would like further information, please contact any member of the Project Board.

SWRLS Open Doors Project Board

October 2013

### **Get closer to your local community by joining a public library using your UWE ID Card**

UWE students and staff can use their UWE ID card to access local public libraries without having to join separately, nor get a separate card. This applies to public libraries in the LibrariesWest area – Bristol, Bath & NE Somerset, South Gloucestershire, Somerset and North Somerset. To find out more about what the libraries offer and where they are, follow this link - <http://www.librarieswest.org.uk/>

You may be particularly interested in this opportunity because:

- Local libraries offer a different range of books from those available at UWE, on a range of topics including guides to Bristol and beyond
- Local libraries are a good link to local activities and events, offering opportunities for you to gain a greater understanding of the locality and get involved with more things off campus, either in their local area if they live off campus and/or across the greater Bristol area. Libraries all have a lot of What's On posters and leaflets available
- Books can be reserved and borrowed through any LibrariesWest library
- Libraries in Bristol offer a range of resources in languages other than English - <https://www.bristol.gov.uk/LibraryViewer/>

## **Take a break, read for pleasure or take up some other leisure pursuits**

All work and no play? Want a break from studying text books and on-line journals? Why not take your UWE ID Card to your nearest public library, register and start borrowing books, films, music CDs and more just using your UWE card? Whatever your interests you're bound to find a book, CD or DVD, poster, leaflet or e-resource about it through the public library.

UWE has teamed up with LibrariesWest which covers libraries in Bristol, Bath & NE Somerset, North Somerset, South Gloucestershire and Somerset to allow you to **use one card – your UWE ID Card - to access both UWE and public libraries.**

Local public libraries are good places to find out more about what's going on in the area you are living in. There are notices and leaflets about What's On – talks, walks, events – many of them free or low cost activities. You may want to download an e-book onto your phone, e-book reader or laptop – you can do that free of charge through the public library too.

Maybe English is not your first language and you'd like to read some books or materials in your language. Some of the LibrariesWest libraries have books in a range of languages including books for children – have a look at the website to find out more.

Local public libraries are welcoming, friendly places with lots of resources and there's bound to be something to interest you.

For more information about how to use your UWE ID Card in the public libraries visit UWE's Library Intranet pages or just walk into the next public library you walk past in the UWE area take your UWE ID Card to the desk and register.

<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uwepubliclibpartnership.aspx>

*For more information about this project you can contact the Open Doors Project Officer, Frances Robertson on [Frances2.Robertson@uwe.ac.uk](mailto:Frances2.Robertson@uwe.ac.uk)*

## Article for Inspire – May 2014

### University / Public Library Reciprocal Borrowing - SWRLS Open Doors Project

The University of the West of England (UWE) Bristol – in line with other HE establishments – has offered an external borrower scheme for many years. Initially UWE charged for this service, but in January 2013 charges were removed and external borrowing was opened up to the public free of charge. The previous year a Guest Access scheme was introduced, offering members of the public access to online resources free of charge within any of UWE's campus libraries.

In December 2013, supported by funding from SWRLS, the South Western Regional Library Service, the Open Doors project was launched, which extended the free external borrower scheme to allow members of the LibrariesWest public library consortium to use their public library card in UWE libraries rather than being required to sign up for an additional external borrower library card. As part of this project UWE ID cards could also be used in LibrariesWest public libraries.

LibrariesWest is a consortium of five local authority library services covering the four West of England unitary authorities of Bristol, South Gloucestershire, Bath & NE Somerset, North Somerset and also Somerset.

The intention of the project was to extend the reach and usage of public libraries and to encourage members of the public, in particular school students and others considering further or higher education, to use academic libraries and to do so in the simplest way for the user.

Before the launch could take place, both UWE and LibrariesWest needed to ensure that all sets of existing cards would work in all libraries' electronic kiosks, all relevant staff needed to know that the scheme was happening and how it would run, and publicity of the scheme needed to happen.

It was agreed to hold a soft launch rather than a big launch with lots of publicity as there was concern that it would take longer to roll the scheme out fully, staff in all the participating libraries needed to be made aware of the scheme and all the machines needed to be adjusted to accept the variety of cards; as a pilot this would pick up glitches and issues without it being deemed a failure.

The scheme operates in a relatively simple way: a member of the public visiting UWE only has to produce their LW library card and provide basic personal information to be registered for the scheme; as personal ID and home address will have been verified by the public library staff, there is no further need to provide personal ID or proof of name and address. Similarly, UWE staff and students need only to take their UWE ID card to a public library to be added to the electronic system to be given the same borrowing rights as any other LibrariesWest card holder.

As part of the project other HE/FE establishments in the South West have been surveyed about their external borrower schemes, UWE's Library Services staff have fed back their views and all borrowers using the scheme have been surveyed, to find out how it is working. A report of the project will be published and will be made available through SWRLS.

Lead officers for this project are Geoff Cole, Community Engagement and Schools Support Librarian, UWE Bristol and Martin Burton, Community Cultural Services Manager, South Gloucestershire Council.

For more information you can visit the Project website:

<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uweandpubliclibrariepartn.aspx> .



### 3.2.9 Library staff briefings – UWE

#### Instructions issued to all UWE Library Services Learner Services Staff in December 2013

#### **Subject: Changes to External borrower procedures**

Hi all,

As Ellie mentioned in her recent email, we are about to embark on a pilot relating to external borrowers – the Open Doors Project. This project will soft launch from Monday 2<sup>nd</sup> December. The project is piloting members of the local public library network – Libraries West – joining us using their Library, or Active, card. The initial publicity for this pilot will be targeted towards 16-18 year olds in selected South Gloucestershire schools. As a result of this, we have made some changes to the way in which all our external borrower types can apply and have developed an online application form:

#### For Libraries West (Library or Active Card) applicants.

As their proof of age and address has been checked by their Public library, we will not be requiring any further counter signature from them, and no-one registering via this scheme will be required to show any proof of ID/Address other than their Library/Active card. The intention is that these applicants will have a Symphony record made up for them using the User profile category of UWE-LIWEST. The intention where possible is to set the record up for these users “while they wait” as we will accept their verbal confirmation of where they live and what age they are. Of course if it is very busy at a Service Desk, it would be OK to ask them to wait for a short time while we deal with our students.

#### For School or college staff/Health professional/Member of the public or UWE alumni/SCONUL access.

These type of applicants will now be able to apply online (we will let you have a paper “master” copy in case you have anyone who absolutely needs to apply on a paper form, but the default should now be online application please). The application will come through to the Customer Services inbox at Frenchay, and depending on which Campus Library they state on the form that they would like to pick the card up from, we will forward the details on to you. In order for the web form to work, we have had to make a change so that all cards are now collected from the Campus Library rather than posted out, and have retained the expectation that they will be available in 48 hours of receipt of the application. These applicants will still need to provide the appropriate proofs of identity “You will need to **bring proof of identity** when you pick up your library card. This must include your address and a photograph, e.g. passport and recent utility bill or driving licence” as they have before.

In each case, PIN numbers should be given to the new user in the usual way please.

The form, which will be live online first thing Monday morning (2<sup>nd</sup> Dec), will be linked to from the Join the Library page:

'Join the library' page:

## How to join

1. Please read the library's [code of conduct](#).
2. If you are already registered with a local public library, bring your [LibrariesWest or Active Card](#) to a UWE library during [staffed hours](#) and we will add your card to our system.
3. Otherwise, complete the [application to join the library](#).

**Link to form:**

<http://www.uwe.ac.uk/library/cms/visitingthelibrary/notbasedatuwe/jointhelibrary.htm>

### **A few questions answered**

- 1) How do we recognise a LibrariesWest card? The LibrariesWest co-op includes BANES, North Somerset, Somerset, Bristol and South Gloucestershire libraries – the attachment shows an example of what all their cards look like – hope that will be OK to identify these users. South Gloucs use the term 'Active' on the card, but this is the only difference as this card covers leisure centre use as well.
- 2) How will we know if the card is valid and in date? We have no way of checking the cards, so will have to trust people that come to UWE libraries to join us that they have a live/valid public library account.
- 3) How long will we have to create the record and the card? The aim is that the LibrariesWest users will have their record and card provided for them "while they wait", with the other users still being able to collect their card (the online form will save them a visit to the library) 48 hours from receipt of the online application form. As the LibrariesWest scheme is a pilot to see how it goes, we would really appreciate it if you would see how it goes with setting up their access as close to "while you wait" as we can (even if you maybe have to ask them to browse the library or read a paper for a short time) so we can evaluate how this is going in the New Year.
- 4) Are they still eligible to join if they are currently a student or external borrower? In theory yes, they could have two memberships running alongside each other, although the benefits of doing this are debatable.
- 5) What happens if they do not return their borrowed items? The usual rules will apply. The individual is responsible for items on their library record and will be a library debtor as current external borrowers are. The host university library will continue to be responsible for members of the SCONUL scheme?

- 6) How do we add a new user to the LibrariesWest card? The bar code number on the LibrariesWest card should be scannable into a new user profile as you would with the 6 digit number on the existing buff cards – this has been tested by Library-IT and further changes to allow all 10 digit ID cards are being made as we write, and should be live for Monday.  
This should also give them access through any Sentry/security gates at Campus Libraries. As part of the pilot, it would be appreciated if you could feedback to Jacqui Reilly or me if you have any specific problems with any cards/numbers from any of the LibrariesWest member libraries.
- 7) Where are the terms and conditions? To allow for an original signature to show acceptance of the terms and conditions, we have decided to split the terms and conditions away from the online form. Separate terms and conditions are available below and should be handed to the user when they collect their card, and they will be asked to sign a sheet to show they have agreed to these – a suggested sheet is attached for this (below). If this is kept on a clipboard, you will just need to cover the previous names and numbers with a sheet of paper to obscure the details from the next person signing.

S:\LIB\Customer Services\Jacqui\External borrowers\Terms and conditions.docx

S:\LIB\Customer Services\Jacqui\External borrowers\Signature form for information and terms and contitions.docx

- 8) What about under 16-18 year olds? For LibrariesWest members, no additional counter-signatory is required for them to join the UWE library. For other joiners, we have asked them to ensure that their parent, guardian etc. accompanies them when they collect the card, and this person will be asked to sign for them when they pick the card up. A form to do this will follow shortly, and should be retained with the terms and conditions sign ups (above).

The registration “while you wait” nature of the LibrariesWest scheme may have training implications for staff who are not used to setting up user records on Symphony.

Please let Jacqui or me know if you need any assistance with procedural notes or training on this at your sites.

**Please could you all let me have a contact name or email address that you would like your online applications sent to from Monday** (can't imagine a rush of applications straight away).

Sorry that this is all a little last minute, but the timescales for the LibrariesWest implementation were very tight, and we felt it was the right time to bring in the online application for all types of non-UWE users alongside this. The key thing is that this is a pilot, and we will have the opportunity to discuss and evaluate at a meeting that I will arrange for December.

### 3.2.10 LibrariesWest Staff Briefing



#### Open Doors Project: Staff Instructions

The Open Doors Project will provide access to the University of the West of England libraries to members of public libraries in the region, particularly focusing on 16-18 year old students. The project will also seek to promote the benefits to UWE students of joining their local public library while studying at UWE. The project will not entail merging the membership databases but enables students to use one card; the project is being funded by SWRLS.

#### Use of UWE Libraries

Details of the scheme are at

<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/schoolsandcolleges.aspx> The UWE libraries can only be accessed during staffed times.

The LibrariesWest member needs to take their card with them to use the library and they will be added to the UWE membership database.

Members can

- Access the library
- Have staff support
- borrow up to 5 items, excluding audio-visual materials and overnight loan items
- make 2 reservations at a time

We are targeting in the initial phase 6<sup>th</sup> form students but will extend to other clients once we have tested the scheme with this client group. However anyone can now use the scheme

#### Use of LibrariesWest libraries by students

When a UWE student or member of staff visits a LibrariesWest library for the first time, they will need to present their UWE library membership card at the counter to be added into OpenGalaxy.



So, when a UWE card is presented at the counter, just go to Add Borrower in OpenGalaxy, scan in the barcode and fill in the students name, address, mob

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When a UWE student or member of staff visits a LibrariesWest library for the first time, they will need to present their UWE library membership card at the counter to be added into OpenGalaxy.



So, when a UWE card is presented at the counter, just go to Add Borrower in OpenGalaxy, scan in the barcode and fill in the students name, address, mob phone no, email address and all other essential fields in the normal way, and then in the ID field drop-down menu just click on UWE Card.

Remember there are two address fields in Add Borrower, so if possible, for students add the local address of their digs as address 1, and their home address (parents' address) as address 2.

Hand back their UWE card, and give them their PIN – explain that this can be changed to one of their choice if they wish. They can start borrowing items on it straight away, and issue them on the self service kiosks. They can also use their UWE card to log onto a Peoples Network PC and to log onto the LibrariesWest website and place reservations online.






This is a pilot so please report any issues to Paul Townsend. Both LibrariesWest and UWE are trying to remove barriers to access by local people and hope this scheme will go some way to achieving this.

### 3.2.11 Public hand-out at UWE

#### Information for External Borrowers

Thank you for visiting UWE Library.

We have a new initiative between UWE and local public libraries regarding book borrowing. Please note the following:

-  If you live in the LibrariesWest area (Bristol, B&NES, South Glos, Somerset and N. Somerset) you are able to join us free of charge using your public library (LibrariesWest) card and do not need an additional UWE borrowers' card
-  If you do not already have a LibrariesWest card\*, we recommend that you get one from your local library, and you will be able to use it at UWE libraries too
-  If you join us as an external borrower as part of the evaluation of this new scheme we would like to contact you to find out about your experiences of this scheme (if you do not wish us to contact you please advise a staff member)
-  You will need a pin number to borrow books and you can change this number to be the same as your LibrariesWest pin or any other
-  If you have a Bristol card with a P in the number, UWE card readers will replace the 'P' with the number 70, so you will need to use 70 when accessing UWE renewals online

For more information about the scheme, Library search, and our library services generally, please visit the UWE Library Website <http://www1.uwe.ac.uk/library/>

*\*South Gloucestershire Active Card is a LibrariesWest card too*

### 3.2.12 Promotional events and opportunities

## SWRLS Open Doors Project

### Promotional events and opportunities

Date	Time	Group / Where	Local authority	What happened	Comments
Thurs 14 <sup>th</sup> Nov 2013	AM	S. Glos School Librarians (x 12)	SG	Committee meeting – agenda item re. project; provide information (GC / EF)	GC and EF would have attended anyway
Tues 19 <sup>th</sup> Nov 2013	AM	Marlwood School (x 25)	SG	6 <sup>th</sup> form visit to use UWE library resources (GC)	Promoted scheme as part of presentation on resources
Weds 20 <sup>th</sup> Nov 2013	1 hour	S. Glos 6 <sup>th</sup> Form Heads (x 12)	SG	Presentation of Active card and membership of UWE library (GC / MB)	MB and GC
Fri 22 <sup>nd</sup> Nov 2013	AM	Merchants' Academy (x 4)	Bristol	6 <sup>th</sup> form visit to use UWE library resources (GC)	Promoted scheme as part of presentation on resources
Thurs 5 <sup>th</sup> Dec 2013	AM	Bradley Stoke Community School (x 15)	SG	6 <sup>th</sup> form visit to use UWE library resources (GC)	Promoted scheme as part of presentation on resources
Thurs 5 <sup>th</sup> Dec 2013	PM	St Brendan's 6 <sup>th</sup> Form College (x 2)	Bristol	6 <sup>th</sup> form visit to use UWE library resources (GC)	Promoted scheme as part of presentation on resources
Weds 11 <sup>th</sup> Dec 2013	AM	Churchill Academy (x 25)	N. Somerset	6 <sup>th</sup> form visit to use UWE library resources (GC)	Promoted scheme as part of presentation on resources
Fri 10 <sup>th</sup> Jan 2014	1 hour	Churchill Academy (x 60)	N. Somerset	Talk to 6 <sup>th</sup> form re. access to UWE and free resources (GC)	Promoted scheme as part of presentation on resources
Thurs 30 <sup>th</sup> Jan 2014	20 mins	Chipping Sodbury School (x 90)	SG	Talk to 6 <sup>th</sup> form re. SG Active card and access to UWE resources (GC / EF)	GC and EF

Tues 4 <sup>th</sup> Feb 2014	PM	Emerson's Green branch library	SG	Radio Bristol interview (GC)	GC and MB
Weds 5 <sup>th</sup> Feb 2014	20 mins	Winterbourne International Academy (x 100)	SG	Talk to 6 <sup>th</sup> form re. SG Active card and access to UWE resources (GC / EF)	GC and EF
Tues 11 <sup>th</sup> Feb 2014	AM	BASIN meeting (x 6)		Committee meeting – mentioned under AOB (GC)	GC would have attended anyway
Thurs 27 <sup>th</sup> Feb 2014	AM	Abbeywood Community School (x 10)	SG	6 <sup>th</sup> form visit to use UWE library resources and promote Active card (GC / EF)	Promoted scheme as part of presentation on resources
Weds 5 <sup>th</sup> Mar 2014	20 mins	Mangotsfield School (x 50)	SG	Talk to 6 <sup>th</sup> form re. SG Active card and access to UWE resources (GC / EF)	GC and EF
Fri 7 <sup>th</sup> Mar 2014	PM	Hayesfield School, Bath (x 6)	B&NES	6 <sup>th</sup> form visit to use UWE library resources (GC)	Promoted scheme as part of presentation on resources
Fri 14 <sup>th</sup> Mar 2014	20 mins	Sir Bernard Lovell School (x 45)	SG	Talk to 6 <sup>th</sup> form re. SG Active card and access to UWE resources (GC / EF)	GC and EF
Weds 26 <sup>th</sup> Mar 2014	20 mins	SWRLS Council meeting (x 12)		Presentation (GC / JC)	
Weds 2 <sup>nd</sup> Apr 2014	AM	Bradley Stoke Community School (x 12)	SG	6 <sup>th</sup> form visit to use UWE library resources (GC)	Promoted scheme as part of presentation on resources
Thurs 24 <sup>th</sup> Apr 2014	AM	S. Glos School Librarians (x 12)	SG	Committee meeting – agenda item re. project; set up focus groups (GC / EF)	GC and EF would have attended anyway

GC  
May 2014



### 3.3 HE/FE Survey of SWRLS Members' External Borrowing Schemes

Dear Fellow SWRLS Member

#### **SWRLS OPEN DOORS PROJECT - Survey of SWRLS HE members regarding Reciprocal Borrowing between HE and Public Libraries**

We would be grateful if you would answer our survey below.

#### Background

In 2011 UWE was funded by SWRLS to undertake an "Audit of walk-in access for members of the public to online resources at HE and FE libraries in the South West of England". A Report and Directory were produced in 2012 and are available on the SWRLS website:

[http://www.swrls.org.uk/Online\\_Resources/Walk-in-Access\\_for\\_Electronic\\_Resources](http://www.swrls.org.uk/Online_Resources/Walk-in-Access_for_Electronic_Resources) .

As a follow-up to this project, UWE introduced free external membership to members of the public in January 2013.

#### SWRLS Open Doors Pilot Project

In December 2013, with funding from SWRLS, a reciprocal borrowing scheme was launched between UWE and the LibrariesWest public library consortium led by South Gloucestershire Library and Leisure Services. This aims to encourage and facilitate access to, and use of, academic libraries by members of the public and also use of public libraries by the university community.

This pilot allows the use of UWE's Student and Staff ID Cards for public library borrowing, and using LibrariesWest consortium's Library Cards (Library & Leisure Active Cards in South Gloucestershire) in UWE Campus Libraries. Further details of the UWE/LibrariesWest Scheme can be found here <http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uwepubliclibspartnership.aspx>

#### Survey

As part of our project we are surveying fellow SWRLS members in the HE sector.

We would be grateful if you would answer the following questions and email your response to us by Monday 18<sup>th</sup> March 2014.

1. Do you offer an external borrower service to members of the public?  
If No, can you tell us why not, and whether you plan to do so in the future?  
If Yes, can you tell us more about the scheme, or provide us with a web link or similar?
2. If you do offer an external borrower service to the public :
  - a. Do you make a charge for it?
  - b. If so, how much do you charge?
  - c. Do you enable public library cards to be used in your library lending system?
  - d. If so, how does this operate?
  - e. Approximately how many external borrowers do you have?
  - f. If you have information about the profile of your external users or the subject areas of material borrowed, would you be prepared to share this with us?
  - g. Have you evaluated the impact of this service, in terms of benefits and challenges?
  - h. If so, would you be happy to share your conclusions with us?

### 3.4 Examples of reciprocal and collaborative library schemes that exist in the UK

The following represent examples of reciprocal and collaborative library schemes that exist in the UK at the time of the SWRLS funded Open Doors project.

**Inspire:** <http://inspire-libraries.org.uk/> [accessed 7<sup>th</sup> April 2014]

“Inspire supports libraries in working together to improve access to information and learning for all”

**Library co-operative schemes linked to Inspire:** <http://inspire-libraries.org.uk/useful-links/> [accessed 7<sup>th</sup> April 2014].

- [Inspire North East](#)
- [Libraries and Information East Midlands \(LIEM\)](#)
- [SYALL South Yorkshire Access to Libraries for Learning](#)
- [Welcome! Kirklees and Calderdale](#)
- [SWRLS The South Western Regional Library Service](#)
- [ELISA – the Edinburgh Libraries and Information Services Agency](#)
- [Glasgow Academic Libraries Together \(GALT\)](#)
- [Grampian Information](#)
- [LISC Inspire](#)
- [M25 Consortium of Academic Libraries](#)
- [Scottish Confederation of University and Research Libraries \(SCURL\)](#)
- [Tayside and Fife Library and Information Network \(TAFLIN\)](#)
- [WHELF Wales Higher Education Libraries Forum](#)
- [Scottish Health Information Network \(SHINE\)](#)
- [Scottish Library and Information Council \(SLIC\)](#)
- [Scotland’s Colleges](#)

**SCONUL Access:** <http://www.sconul.ac.uk/page/about-sconul-access-0> [accessed 7th April 2014]

“SCONUL Access is a reciprocal scheme which allows many university library users to borrow or use books and journals at other libraries which belong to the scheme. The scheme covers most of the university libraries in the UK and Ireland.”

**Open to All, South Wales:** <http://www.swansea.ac.uk/iss/libraries/visitorsinformation/> [accessed 7<sup>th</sup> April 2014].

“The scheme allows any current member of Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire public library services to have free borrowing access at all public libraries covered by these areas along with free borrowing access at Swansea University, Swansea Metropolitan University, Swansea College, Neath Port Talbot College, Gorseinon College, Pembrokeshire College and Trinity Saint David.

**Community access at the University of Salford:**

<http://www.salford.ac.uk/library/use/community-access> [accessed 7th April 2014].

“Community Access at the University of Salford is a reciprocal agreement with Salford Public Libraries which permits their local members, or anyone who lives, works or studies in

Salford, to gain access to the library spaces and resources of the University of Salford for the use of educational, lifelong learning or personal development.”

**SWRLS Directory of walk-in access to online resources in the South West of England:**

[http://www.swrls.org.uk/Online\\_Resources/Walk-in-Access\\_for\\_Electronic\\_Resources](http://www.swrls.org.uk/Online_Resources/Walk-in-Access_for_Electronic_Resources) [accessed 4th April 2014].

“In 2011 University of the West of England (UWE) undertook a SWRLS funded project to audit walk in access to e resources in HE and FE libraries across the SW region.”

**WHELF (Welsh Higher Education Libraries Forum) – Walk-in Access Wales:**

<http://walkinaccesswales.wordpress.com/> [accessed 7<sup>th</sup> April 2014]

“A pilot project to enable members of the public to access e-resources in Welsh HE libraries.”

**The Hive, Worcester:** <http://www.thehiveworcester.org/> [accessed 4<sup>th</sup> April 2014].

“The Hive is the first joint public and university library in Europe. This gives community members and university students access to an outstanding facility with a vast variety of resources.”

**The Forum, Southend-On-Sea:** <http://www.theforumsouthend.co.uk/about-the-project/> and <http://www.southessex.ac.uk/about-us/campuses/ultra-modern-new-buildings/forum-southend-sea/forum-southend-sea> [both accessed 4th April 2014].

“Jointly funded by Southend Borough Council, the University of Essex and South Essex College, it serves three distinct groups of people; the public, students from the University, and students from the College.”

**UWE and public libraries partnership:**

<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uwepubliclibpartnership.aspx> [accessed 7th April 2014].

“UWE and local public libraries have joined together to make it easier for members of the public to access the higher education resources in UWE Library, and for UWE students and staff to access the wider community resources available from their local public library.”

### 3.5 Survey of UWE Library Services Staff

This is the list of questions asked of UWE Library staff.

#### SWRLS Open Doors Project - Library staff survey

##### SURVEY INTRODUCTION

Thank you for taking this survey.  
Many of you will be aware that we are working with LibrariesWest public libraries in the region (B&NES, Bristol, North Somerset, Somerset, South Gloucestershire) to promote a reciprocal borrowing scheme.  
You can find more information on our web pages:  
<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uwepubliclibpartnership.aspx>

We are beginning to evaluate the scheme and would like your feedback concerning the use of UWE libraries by members of the public with LibrariesWest cards.

This survey should only take a few minutes to complete.

Thank you.

**\*1. Have you personally registered any members of the public as UWE LibrariesWest members?**

Yes  
 No

---

**\*2. Were you aware of the scheme at the time?**

Yes  
 No

**3. Approximately how many LibrariesWest external members have you registered?**

**\*4. How straightforward is the registration process? Please tell us about your experience of this.**

**\*5. In your experience how much support do LW external members require?**

None  
 Not much  
 Quite a bit  
 A lot

## SWRLS Open Doors Project - Library staff survey

**\* 6. Please describe the sort of support you have provided that made you give this answer**

**7. Is there anything else you wish to say about the way the scheme operates in practice?**

### Questions for all library staff who answered yes or no to Q1

**8. Do you think this reciprocal borrowing scheme should be continued?**

- Yes  
 No

**9. If not, why not?**

**10. If yes, what in your opinion are the main benefits?**

**Thank you for taking the time to provide us with your feedback.**

## 3.6 Survey of LW Library Staff

This is the list of questions asked of LibrariesWest staff.

### SWRLS Open Doors Project - LibrariesWest staff survey

#### SURVEY INTRODUCTION

Thank you for taking this survey.  
Many of you will be aware that we are working with the University of the West of England (UWE Bristol) to promote a reciprocal borrowing scheme.  
You can find more information on their web pages:  
<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/jointhelibrary/uwepubliclibpartnership.aspx>

We are beginning to evaluate the scheme and would like your feedback concerning the use of our libraries by UWE card holders - i.e. UWE Staff and Students. This survey should only take a few minutes to complete.

Thank you.

**\* 1. Are you aware of the scheme for reciprocal borrowing between LibrariesWest and UWE allowing UWE card holders to use their cards in our libraries and LibrariesWest card holders to use our cards in UWE Libraries?**

Yes  
 No

**2. Have you dealt with any enquiries regarding the UWE / LibrariesWest reciprocal borrowing scheme?**

Yes  
 No

**3. Please describe your experiences of this.**

**4. Approximately how many UWE Card Holders have you registered?**

**5. How straightforward is the registration process? Please tell us about your experience of this.**

## SWRLS Open Doors Project - LibrariesWest staff survey

**6. In your experience how much support do UWE Card holders require?**

- None  
 Not much  
 Quite a bit  
 A lot

**7. Please describe the sort of support you have provided that made you give this answer**

**8. Is there anything else you wish to say about the way the scheme operates in practice?**

### Questions for all library staff who answered yes or no to Q1

**\*9. Do you think this reciprocal borrowing scheme should be continued?**

- Yes  
 No

**10. If not, why not?**

**11. If yes, what in your opinion are the main benefits?**

**\*12. Please tell us which local authority you work for.**

- B&NES  
 Bristol  
 North Somerset  
 South Gloucestershire  
 Somerset

**SWRLS Open Doors Project - LibrariesWest staff survey**

**Thank you for taking the time to provide us with your feedback.**



### 3.7 Main User Survey

This is the list of questions in the user survey which was sent to those who had registered with the scheme as well as a large number of people who had not.

**swrls LibrariesWest** South Gloucestershire Council UWE BRISTOL University of the West of England

In December 2013 UWE Bristol Library Services and LibrariesWest launched a shared library membership scheme between the University and local public libraries and funded by the South Western Regional Library Service – details [here](#).

This survey can be completed by you even if you haven't taken part in the scheme as it aims to find out how this scheme is working and if people aren't using it we need to know that too.

We would welcome the opportunity to obtain more first hand feedback and you will be asked for your contact details at the end - this is optional.

Thank you for taking time to complete this survey.

**Please start by telling us whether you are\***

UWE Staff or Student

A member of the public or school student

**UWE Student / Staff Survey**

**UWE Student / Staff survey Please tell us whether you are UWE Student or Staff member\***

UWE Student

UWE Staff member

**Please tell us the name of your Faculty or Service \***

**Are you a UWE International Student?\***

Yes

No

**Do you use the UWE Library \***

Yes

No

This is to find out if you are a library user. If you answer 'no' please tell us why not to help us develop our service. Thank you.

**If you answered no please tell us why not. \***

**Please tick the UWE campus library you visit most often\***

Frenchay

Glenside

Bower Ashton

St Matthias

Alexandra Warehouse

None - I don't visit a UWE Library

**Did you know that you can use the same card at UWE and the public library?\***

Yes

No

**If yes, please tell us how you heard about the scheme to use one card at UWE and the public library - please tick all that apply\***

- Haven't heard about the scheme
- Poster in UWE
- UWE Intranet notice
- UWE library website
- UWE e-poster on TV screen
- Email
- Facebook
- Twitter
- Newspaper article
- Radio item
- Bookmark from UWE library
- Colleague / fellow student told me
- Other:

**Do you use a public library in the LibrariesWest area?\***

- Yes
- No

\*(Libraries in Bristol, South Gloucestershire, Bath & North East Somerset, North Somerset or Somerset)

**Please tell us which public library you visit most often\***

Avonmouth

**Did you use your UWE card to join your local public library\***

- Yes
- No
- No - I already had a LibrariesWest / South Glos Active Card

**Do you use your UWE card to borrow books / use resources in your local public library\***

- Yes
- No
- No - I already had a LibrariesWest / South Glos Active Card

**Please tell us how satisfied you were with your experience of using your UWE Card in the public library\***

- Very satisfied
- Satisfied
- Not very satisfied
- Not at all satisfied

**Please tell us about your experience\***

**Please tell us what made you decide to join your public library\***

- Borrow books that are not available at UWE e.g. lifestyle books
- Borrow DVDs
- Borrow Fiction
- Borrow e-magazines
- Borrow e-books
- Borrow audiobooks
- Other:

**Please tell us why you did not use your UWE card to join your public library\***

**Have you borrowed any books or other resources from the Public Library in a language other than English?\***

- Yes
- No

**If you answered yes, please tell us which languages\***

**Please tell us if you have read information on the notice boards or picked up community leaflets in the public library\***

	Yes	No
Notice Boards	<input type="radio"/>	<input type="radio"/>
Leaflets	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

**If you answered other please give us more information\***

## Member of the Public or School Student Survey

Please answer the following questions if you are a member of the public / school student. Thank you.

### About you - This helps us understand more about who is using our libraries

I am\*

- School student
- School staff
- College student (not at UWE)
- College staff (not at UWE)
- Member of the public over 19 years of age
- Other:

Do you use a public library in the LibrariesWest area? \*(Libraries in Bristol, South Gloucestershire, B&NES, North Somerset or Somerset)\*

- Yes
- No

If you do, please tell us which public library you visit most often\*

Avonmouth

Did you know that you can use the same card at UWE and the public library?\*

- Yes
- No

How did you hear about the scheme to use one card at UWE and the public library, please tick all that apply\*

- Poster at school
- Poster at college
- Poster in the public library
- Email
- Facebook
- Twitter
- Newspaper article
- Radio item
- Leaflet in public library
- UWE website
- School visit to / from UWE
- Someone else - friend / neighbour / other student - told me
- Other:

Have you joined the University of the West of England (UWE) library?\*

- Yes
- No

Please tell us why you have joined the University of the West of England (UWE) library?\*

What sort of card do you use to access UWE Library?\*

- My public library card  
 UWE External Borrower card

Please tell us why you do not a LibrariesWest / South Glos Active card to access UWE Library?\*

If you use your LibrariesWest / South Gloucestershire Active Card to borrow books from UWE were you already a card holder before you heard about the UWE Library scheme?\*

- Yes I already had a LibrariesWest public library card  
 No I joined LibrariesWest as part of the UWE library promotion scheme

Please tick the UWE campus library you visit most often \*

- Frenchay (main campus)  
 Glenside  
 Bower Ashton  
 St Matthias  
 Alexandra Warehouse  
 None - I don't visit a UWE Library

If you are a school student has your experience of visiting and / or using UWE Library made you more keen to choose to study at University? \*

- Yes  
 No

How likely are you to choose to study at UWE as a result of your visit? \*

- Very likely  Likely  Not very likely  Not at all

Are you planning to go on to study further? \*

- Yes  No

If yes, please tell us what you plan to do and where \*

Reasons for using UWE Library

We would like to find out more about why members of the public use UWE libraries.

Please tell us what types of material you access at UWE \*

- Books  
 Journals / Magazines  
 Online / e-journals  
 Other:

Is there a particular subject or topic you have been most interested in using at the UWE Library\*<sup>\*</sup>

- Yes  
 No

For the development of our services we'd be interested to hear what areas are of interest to you\*<sup>\*</sup>

Have you used the UWE library to access books or other information to help you with your course work or exam revision? \*<sup>\*</sup>

- Yes  
 No

If you are studying for a qualification please select all that apply\*<sup>\*</sup>

- GCSE  
 AS / A2  
 BTEC  
 EQP  
 International Baccalaureate  
 Other:

Have you been able to find the information / books that you needed? \*<sup>\*</sup>

- Yes  
 No

If no please tell us what you were looking for and why you could not access it\*<sup>\*</sup>

Please tell us how satisfied you were with your experience of using the UWE Library(ies)\*<sup>\*</sup>

- Very satisfied  Satisfied  Not very satisfied  Not at all satisfied

Please tell us about your experience\*<sup>\*</sup>

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Please give us your full postcode.\*

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### Contacting you to find out more about your experiences of our libraries

We would welcome the opportunity to contact you to find out more about your experiences of using our libraries.

Please note that we will only use your contact details in order to follow up our survey and to improve our services to you. The information you have provided will be shared with UWE's library partners at LibrariesWest. Your details will not be shared with any third parties for any reason.

May we contact you to find out more about your experiences of using our libraries?\*

- Yes  
 No

Please tell us your email address (or your phone number if you don't have an email address)\*

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Please use this space to give us any further feedback about the reciprocal borrowing scheme or this survey.\*

Thank you for taking time to complete this survey. Frances Robertson, Project Officer. If you have any queries or comments about the survey please email me at [frances2.robertson@uwe.ac.uk](mailto:frances2.robertson@uwe.ac.uk)

You have now finished the survey.

Goodbye.

### 3.8 SWOT Analysis

This analysis was carried out part way through the project as a way of evaluating how well the project had gone as a project and to inform the way the project was evaluated, particularly in the 'Findings' section (section 1.5).

<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• Dedicated project officer</li> <li>• Commitment by UWE Library Services senior management, relevant managers</li> <li>• Commitment by South Glos library management team</li> <li>• Easy to understand and use scheme</li> <li>• Cross compatibility between UWE and public library electronic systems</li> <li>• Funding from SWRLS</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>• Project officer working only one day a week</li> <li>• Delay in roll out of project by some partners in LibrariesWest</li> <li>• Size of LW – large number of library branches and frontline staff to brief / train</li> <li>• Time of roll out of project – e.g. after main start of academic year and induction of students</li> <li>• Relatively short timescale for project</li> <li>• Hard to engage as not “funky” concept</li> <li>• Lack of publicity by all partners</li> </ul>
<p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• New intake of International Students (Jan 2014)</li> <li>• National Libraries Week</li> <li>• Existing school engagement links</li> <li>• Existing UWE/public Library liaison meetings</li> <li>• UWE multi media – intranet, e-news, Facebook, twitter, e-news, paper bookmarks, posters</li> <li>• No other local HE or FE college offering free access to borrow, let alone using same card</li> <li>• Library staff able to test the system and report back constructively</li> <li>• UWE subject Librarians attend Faculty Departmental meetings and can promote it directly</li> <li>• Ongoing promotion</li> <li>• New Autumn intake at UWE and in schools</li> <li>• UWE Welcome portal</li> </ul>	<p><b>Threats</b></p> <ul style="list-style-type: none"> <li>• Some of the partner public library services under threat of cuts / involved in staff restructuring coincident with project</li> <li>• Students focusing on studies rather than leisure</li> <li>• Student breaks and exams</li> <li>• UWE Library staff concern about the impact of the project on their time and stock availability</li> <li>• Awareness of front line staff in both organisations</li> <li>• Students resent the use of their resources by non-UWE people</li> </ul>