



Academic and National Library  
Training Co-operative

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CONUL (Staff Training and Development)

# Annual Report 2017

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*CONUL Staff Training & Development Committee*

*June 2018*

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## 1. Committee Members & Roles

**Ellen Breen**, (Dublin City University): Programme Evaluator & Joint Chair CONUL Conference Organising Committee

**Sally Bridge**, (Queen's University Belfast): Chairperson & Website Editor

**Ciaran Cregan**, (Ulster University): Committee Member

**Bernadette Cunningham**, (Royal Irish Academy): External Liaison & Communication

**Lorna Dodd**, (Maynooth University): Committee Member & Programme Co-ordinator  
CONUL Conference Organising Committee

**Ursula Gavin**, (Dublin Institute of Technology): Website Editor - *Resigned from Committee June 2017*

**Allison Kavanagh**, (Dublin Institute of Technology): Committee Member – *Joined Committee September 2017*

**Elizabeth Kirwan**, (National Library of Ireland): Assistant Minute Taker and Secretary to the CONUL Conference Committee

**Jessie Kurtz**, (Trinity College Dublin): Treasurer

**Ciara McCaffrey**, (University of Limerick): Minute Secretary

**Ann Mitchell**, (National University of Ireland, Galway): Committee Member & Co-ordinator of the ANLTC Research Award

**Donna Ó Doibhlin** (University College Cork): Committee Member

**Carmel O'Sullivan**, (University College Dublin): Committee Member & Joint Chair CONUL Conference Organising Committee

**Kathryn Smith** (Royal College of Surgeons in Ireland): Vice Chair & LA award Co-ordinator

## 2. From the Chairperson

This was a year of new challenges as 2017 saw the Committee collaborate with CONUL Group chairs, launch the Dublin Erasmus Exchange Programme and begin to put plans into action for a total rebrand in order to better align with CONUL.

For the large part, however, it was business as usual. The ANLTC Committee met four times over the course of the year on February 13<sup>th</sup>, June 23<sup>rd</sup>, September 7<sup>th</sup> and December 7<sup>th</sup> and communicated regularly throughout the year via email and a couple of telephone conference calls.

Aside from the CONUL Conference and Erasmus Exchange Programme, there were five training events over the course of the year, covering a range of topics and delivered in a number of different formats. From traditional seminar type programmes on delivering reading lists, national procurement or copyright issues in our libraries, to more informal 'Show and Tell' days on Library Exhibitions and Outreach, and a workshop on Customer Service. All events were well attended and the evaluations were almost entirely positive as can be seen in Ellen Breen's Programme Evaluation report below.

The highlights of the year, however, were the continued success and growth of the CONUL Conference and the launch of the Dublin Erasmus Exchange Programme pilot.

As can be seen in the Conference Summary Report below, the Conference is going from strength to strength with growths in the number of attendees, submissions, sponsors and online viewers. With this continuing upward trend in popularity, the Conference is becoming recognised both nationally and internationally as speakers and attendees are coming from across the globe.

The Dublin Erasmus Exchange Programme promises to be equally as successful. Launched in early summer, this pilot received applicants from 16 countries and the 18 participants thoroughly enjoyed the opportunity to visit and learn from seven Dublin-based CONUL institutions. Contributing to CONUL's strategic objective of being 'the platform for our international presence', the Working Group agreed that the pilot should become an annual event. A full summary of the pilot is detailed below.

This alignment with CONUL strategic objectives was firmly cemented throughout the year. Following a comprehensive review of CONUL Working Groups and the creation of a number of new CONUL groups, ANLTC were asked to submit new Terms of Reference, which took into account these objectives (see Appendix 1). The Committee then invited all chairs of the CONUL Groups to attend and contribute to the annual planning day, an event which was instrumental in developing training events for 2018. The ANLTC Chair was also invited to become a member of the CONUL Strategic Implementation Group and the ANLTC Web-

editor and External Communication Officer were asked to become members of the CONUL Communication Group.

Against this background, the Committee agreed that it would be a logical step to align fully with CONUL by rebranding the ANLTC. The decision was taken to change the name of the group to CONUL Training & Development and that the switch would take place at the start of January 2018. Considerable work was undertaken in preparation for this move, as the webpage needed to be transferred to the main CONUL website and all references to ANLTC had to be updated. However, the Committee were confident that this would be a rewarding move for both CONUL and staff training and development.

There were a number of changes within the Committee membership this year. In February the Committee welcomed Donna Ó Doibhlin from University College Cork and at the next meeting, in June, we said a sad farewell to Ursula Gavin who announced that she was taking early retirement. Her contribution to the ANLTC over the years has been invaluable and the Committee expressed their gratitude for all of Ursula's hard work. In September, we welcomed Allison Kavanagh who has replaced Ursula from Dublin Institute of Technology.

Finally, I would like to take this opportunity to thank all of my colleagues from ANLTC for their patience and support as I embarked on my first time as Chair. You have all made it a much easier process for me than anticipated.

Sally Bridge

### **3. Programme Review 2017**

#### **3.1 Training Courses**

##### **ANLTC Programme 2017**

The following is a listing of the courses and seminars offered in 2017. This listing excludes the CONUL Conference and the Erasmus Dublin programme which is covered elsewhere in this report.

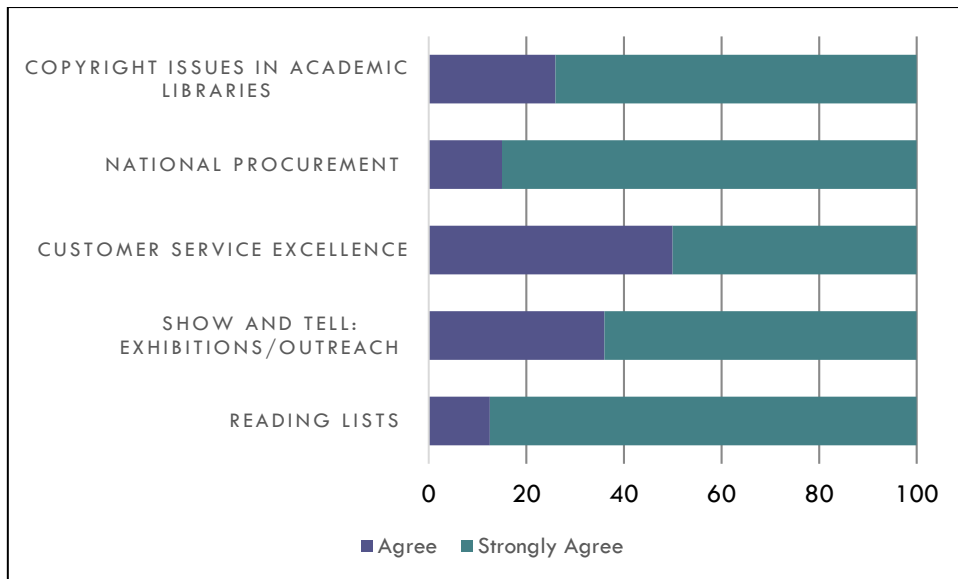
The review of events is based on data and information compiled from completed course evaluation. The total number of staff attending courses in 2017 was 142.

<b>Event Title and Date</b>	<b>Host &amp; Location</b>	<b>Participants</b>
<b>Reading Lists: delivering what students need to read</b> <i>12th January 2017</i>	NUIG	25
<b>Show and Tell: exhibitions and outreach for libraries</b> <i>3<sup>rd</sup> March 2017</i>	NL	25
<b>Customer Services Excellence Workshop</b> <i>29<sup>th</sup> March 2017</i>	UCC	20
<b>Copyright Issues in Academic Libraries</b> <i>23<sup>rd</sup> October 2017</i>	RIA	55
<b>National Procurement: the opportunities and challenges for Irish Libraries</b> <i>18<sup>th</sup> November 2017</i>	UL	17

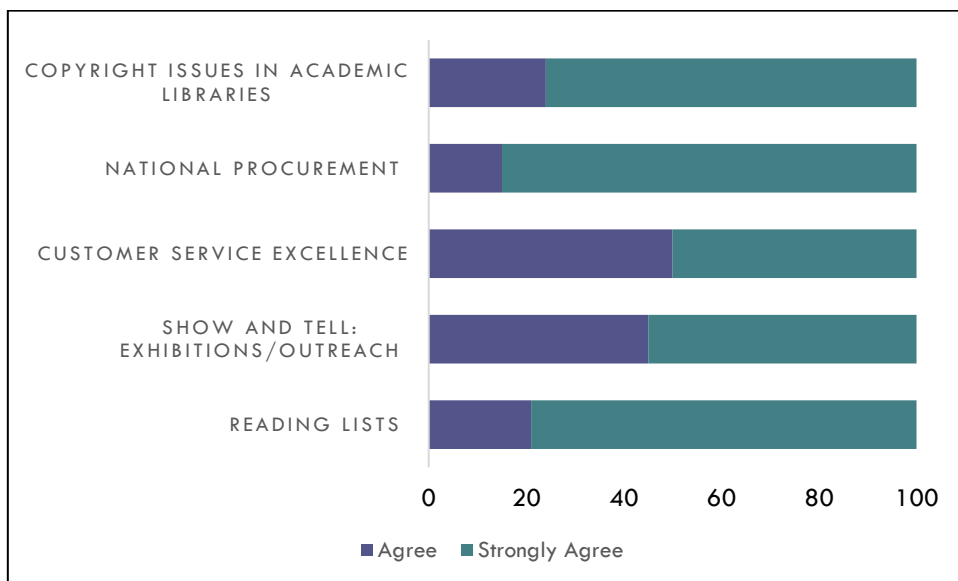
<b>Course Attendance Year</b>	<b>Number of Workshops/Seminars</b>	<b>Number of Participants</b>
<b>2017</b>	<b>5</b>	<b>142</b>
2016	8	197
2015	9	296
2014	6	121
2013	8	160

### **Overall Response to the 2017 Programme**

The overall response to the programme was extremely positive. In the case of all courses, 100% of respondents agreed or agreed strongly that they were satisfied with the course/event.



When asked if their objectives for attending the course were met, again 100% of respondents agreed or strongly agreed.



## Course Suggestions

Below is a list of the suggested themes and topics for future events received via the course evaluation forms.

### Management/Leadership/Skills Development

- ✓ Motivating and rewarding staff
- ✓ A show and tell event on staff skills
- ✓ In-house skills use and development
- ✓ More training for server managers/leadership training
- ✓ For senior managers – leadership, coaching, resilience through change management, strategic planning and strategic frameworks, quality reviews
- ✓ Ways to respond to doing more with less people

### Public Services/Outreach/Marketing

- ✓ More courses on customer services/relationships
- ✓ Outreach, marketing and public services
- ✓ Social media as a marketing tool for libraries / Libraries use of social media
- ✓ Workshop on stage one of the Customer Service Excellence (CSE) accreditation
- ✓ More practical session on implementing CSE
- ✓ TQM/Lean systems in libraries

### Collections including Special Collections

- ✓ Promoting library collections
- ✓ Collection management related courses
- ✓ Cataloguing – very little offered in Ireland on this subject and new developments
- ✓ Hands-on training on physical conservation
- ✓ Handling of special collections
- ✓ Understanding how institutions budget for exhibitions

### Copyright/Data Management

- ✓ Focused session on one aspect of copyright e.g. copyright for digitisation projects
- ✓ Copyright and intellectual property in sharing of material
- ✓ Data protection workshop /More detailed DP training
- ✓ More on ICLA and relationship with third level institutions
- ✓ Digital library copyright/orphan works
- ✓ Future course on copyright as the situation unfolds and the law has to be implemented
- ✓ Evaluation of advances in digital technologies and their application

### General/Other

- ✓ More training in very niche topics
- ✓ Events applicable to both librarians and archivists
- ✓ Workshops on coding
- ✓ Reading recommendations from Senior staff/themed



## 3.2 CONUL Conference Summary Report

### CONFERENCE COMMITTEE

#### CONUL ANLTC REPRESENTATIVES

Carmel O’Sullivan (Joint Chair)  
Ellen Breen (Joint Chair)  
Lorna Dodd (Programme Co-ordinator)  
Elizabeth Kirwan (Secretary and NLI Representative)

#### CONUL INSTITUTIONS REPRESENTATIVES\*

Allison Kavanagh (DIT)  
Elaine Bean (MU)  
Jack Hyland (DCU)  
Jenny Byrne (RCSI)  
Martin O’Connor (UCC)  
Michael Smalle (UL)  
Michelle Agar (TCD)  
Michelle Dalton (UCD)  
Monica Crump (NUIG)  
Sophie Evans (RIA)  
Conference Organisers Representative

Elva Boland

\*Note: not all CONUL institutions opted to nominate a representative and so there were no representatives from QUB and UU.



## EXECUTIVE SUMMARY

Overall satisfaction was rated very high by the 90 respondents to the feedback survey with 93.3% rating the conference as 'Excellent' (42.7%) or 'Very Good' (50.6%).

***“Beginning to end the conference was stimulating, thought-provoking and insightful with many excellent discussions and observations arising during and after sessions”.***

Planning for the CONUL 2017 Conference began in summer 2016. The CONUL ANLTC Committee appointed the following members to the Conference Organising Committee; Carmel O’Sullivan and Ellen Breen as Joint Chairs, Elizabeth Kirwan as Secretary and Lorna Dodd as Programme Co-ordinator.

The following 2016 Organising Committee members stepped down,

Helen Fallon, ANLTC nominee (2 years’ service)  
John McManus, TCD representative (2 years’ service)  
Eoin McCarney, UCD representative (2 years’ service)  
Justine Bennet, UL representative (1 years’ service)

and they were replaced by;

Lorna Dodd (ANLTC nominee)  
Michelle Agar (TCD representative)  
Michelle Dalton (UCD representative)  
Michael Smalle (UL representative).

In addition, three other CONUL institutions nominated members i.e. Jenny Byrne from RCSI, Monica Crump from NUIG and Sophie Evans from the RIA.

The Conference took place in the Hodson Bay Hotel, Athlone, on the 30<sup>th</sup> and 31<sup>st</sup> May 2017. It was attended by 216 delegates (including 41 industry delegates and ten international delegates). Since the conference started in 2015 there has been an increase in attendance of 59% (80 attendees) -indicating that the popularity of the conference is growing.

2017 also saw an increase in the number of international delegates. There were ten international delegates in total, eight of whom gave presentations.

The CONUL Board agreed the broad theme of Research for 2017 – to encompass unique and distinct collections; research support; international trends, especially international

exemplars of collaborative collection development and collaborative collection management to support research

The #conulac17 hashtag trended at number one nationally for a time during both days, and tweets from the official @CONULConf account generated over 130,000 impressions across the two days of the conference.

Viewing statistics for the live stream increased significantly this year from last year, with 11,301 on Day 1 and 5,843 on Day 2 until approx. 4pm. This highlights the value of the livestream in terms of increasing visibility and engagement.

[Slides](#) and [videos](#) were made available within 48 hours of the close of the conference on Slideshare and YouTube respectively, and received a lot of attention (Slideshare views from 1-11th June totalled approximately 1700 across all presentations).

Twenty-seven companies sponsored CONUL 2017, securing a total of €43,850 of sponsorship income. The table below indicates the growth in CONUL sponsorship since 2015, indicating the increasing popularity of the conference for sponsors as well as delegates.

	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Number of sponsors</b>	11	21	27
Growth in sponsors		91%	29%
<b>Sponsorship income</b>	20000	38150	43850
Growth in income		91%	15%

Almost all the sponsors found the pre-conference information provision, planning and communications to be good or excellent.

Sponsors were asked to fill in an online sponsor survey after the conference. Feedback in person and from the survey was extremely positive - 11 sponsors completed the survey and all of these indicated excellent or good as their overall satisfaction with their sponsorship. One sponsor stated that it was the best they had been to so far this year.

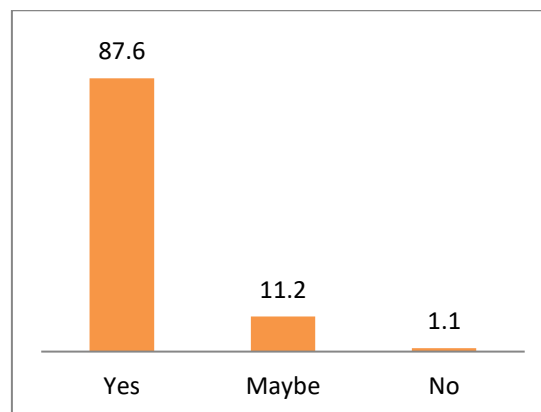
The Conference made a profit of €15,216.40. Having had a deficit in 2015 and 2016, the 2017 surplus is very welcome. Over the three years that the conference has been running CONUL now has a profit of €1,790.02.

	<b>2017</b>	<b>2016</b>	<b>2015</b>
<b>Total Expenditure</b>	€84,566.55	€79,682.70	€59,499.00
<b>Total Income</b>	€99,782.95	€76,148.32	€49,607.00
<b>Balance</b>	<b>€15,216.40</b>	<b>€-3,534.38</b>	<b>€-9,892.00</b>

Respondents to the delegate survey were asked what they would like to see discussed at future CONUL conferences. 59 responses were provided and here are some of the main areas proposed.

- The Library as a learning space
- UX in Libraries
- Teaching and learning
- Collection development strategies / Future of print
- Innovations in service delivery
- Changing roles and structures
- Community engagement and outreach
- Staff Development and Training
- Library transformation and change management
- Copyright (digital environment)
- Data protection /Privacy and Libraries
- National and international collaboration
- Scholarly communication

When asked if they would be interested in attending future CONUL Conferences, 87.6% (78 respondents) answered yes with 10 respondents answering maybe. Only one responded negatively.



*“Overall the conference was very well organised and I would definitely attend again”*

### 3.3 ERASMUS Library Staff Mobility Report

#### Introduction

Following a discussion at CONUL ANLTC about the ERASMUS Staff Mobility programmes in the CONUL institutions and about the workloads associated with receiving multiple visitors throughout the year, it was decided to pilot a library staff mobility week amongst the Dublin cohort of the CONUL institutions. For logistical reasons it was decided to limit the programme to Dublin in the first instance. The following seven institutions agreed to participate; DCU, DIT, MU, NLI, RCSI, TCD and UCD.

The two main objectives of this initiative were;

1. Reduce the workloads on individual institutions hosting multiple visitors throughout the year, particularly during busy periods in the academic calendar, whilst continuing to maintain international linkages, and
2. Contribute to CONUL's strategic objective of being 'the platform for our international presence,
  - valuing links with consortia and organisations across the world and seeking to develop these to mutual benefit for staff and users;
  - establishing a core group of such relationships, particularly across Europe, Australasia and North America;
  - recognising that Ireland projects itself internationally in many ways and actively supporting these where appropriate' (Ireland's Memory. Ireland's Discovery. CONUL Strategy 2016-19).

### Working Group

The members of the Working Group were Allison Kavanagh (DIT), Carmel O'Sullivan (UCD, Chair), Helen Fallon (MU), Kathryn Smith (RCSI), Jessie Kurtz (TCD), Elizabeth Kirwan (NLI), and Órla Nic Aodha (DCU).

The Working Group would like to acknowledge the contributions of the Directors and staff in the participating institutions who welcomed, and presented to, the visiting ERASMUS. Also, many thanks to Siobhan Fitzpatrick, RIA Librarian and Chair of CONUL and Patricia Tutty, HEA ERASMUS Team who gave presentations at DIT on day 1 of the programme.

The Group is also very grateful to the staff in the ERASMUS Offices of those institutions that participated and where there was engagement, in particular to Catherine Convery, UCD, who organised the publicity for the event on the iMOTION website and on the ERASMUS Officers email discussion list.

### Applicants

Applications were received from 16 countries and the final 18 came from the following 10 countries:

Austria (2)  
Czech Republic (1)  
Finland (1)  
Germany (1)  
Italy (2)  
Lithuania (5)  
Spain (2)  
Sweden (1)  
Poland (1)  
United Kingdom (2)

## Feedback

The programme received very positive feedback. Fourteen of the eighteen participants filled in feedback forms.

Of the questions asked 100% of respondents 'Agreed' or 'Strongly Agreed with statements, with the majority choosing 'Strongly Agree'. Some sample comments below;

"I liked everything"

"It was perfectly organised"

"All of you CONUL are great people, thanks for invitation, choice of participants and organisation the whole Erasmus staff week"

"I think there were no bad parts!"

"All excellent"

"Very good to have a WhatsApp group - great idea. Very helpful advice on sightseeing and directions - lovely meal at Trinity and catering for week very good - very good programme and organisation!"

"I haven't ideas how to improve because everything was so good"

"The social evening was great"

"Very well organised and useful"

"I had an incredible time. The programme has been incredible useful to me"

"Everything was good!"

"Thank you it was excellent"

## Conclusion and Recommendations

The Working Group and participating institutions agreed that the pilot was very successful and that it should become an annual event. It has contributed to CONUL's strategic objective of being 'the platform for our international presence' and has created links with ERASMUS universities for CONUL staff. Participants gave very favourable feedback.

The Working Group considered the logistics of expanding the initiative to include other CONUL institutions from outside of Dublin but felt that it would be too much activity for the participants in one week and also it would be too expensive for the international

participants, i.e. to pay for transport and catering etc. It was agreed that staff in the participating institutions would benefit greatly by participating in the programme and interacting with international colleagues and that places should be reserved for a member of staff from each of the CONUL institutions in Dublin, eight in total.

#### 4. Hon. Treasurer's Annual Report 2017

During 2017 there were 5 ANLTC courses and 2 events as listed below, A total of 165 participants took part in the courses.

Course fees remained at €120 for all regular one-day courses; the cost for seminars was raised to €70; no cost for Library visits [with ANLTC paying refreshment costs]; and specialist courses priced to cover costs.

Bank balance at 31st December 2017 was €14,225.69 compared to €15,829.61 at year-end of 2016, with 106 transactions in all (62 payments received, 44 outgoing expenditure). The ANLTC also paid for CONUL Conference Committee meeting expenses; the CONUL Conference prizes; the CONUL Research Award costs; government fees related to the Bank of Ireland account and the expenses related to the ANLTC meetings. TOTAL COSTS = €2,651.64 [2016=€2,794.55].

##### Bank Activity

Lodged	Withdrew [includes bank/gov't charges]	Bank /Gov't charges
€ 11,507.74 [2016=€12,430.00]	€ 13,329.16 [2016=€14,929.55]	€ 121.87 [2016=€161.82]

##### ANLTC courses 2017

Course	Library	Library	Costs	Income	Outcome
2017/01	Reading List Management (25)	NUIG	€468.33	€1,750.00	<b>€1,281.67</b>
2017/02	Show & Tell: Exhibitions & Outreach for Libraries (25)	NLI	€455.60	€1,820.00	<b>€1,364.40</b>
2017/03	Customer Services Excellence (23 - 16 paying)	UCC	€1,627.69	€1,920.00	<b>€292.31</b>
2017/04	CONUL Conference 2017 at Athlone	CONUL	€200.00	n/a	<b>-€200.00</b>
2017/05	CONUL Dublin Erasmus Library Staff Mobility (20)	DCU,DIT,MU,NLI, TCD,UCD	€2,720.32	n/a	<b>-€2,720.32</b>
2017/06	Copyright (55 - 40 paying)	RIA	€1,326.27	€2,800.00	<b>€1,473.73</b>
2017/07	National Book Procurement (17)	UL	€1,325.44	€2,040.00	<b>€714.56</b>
TOTAL 2017	165		<b>€8,123.65</b>	<b>€10,330</b>	<b>€2,206.35</b>

Respectfully submitted by:

*Jessie Kurtz*

Jessie Kurtz, ANLTC Treasurer

## 5. Appendix 1: Mission Statement and Terms of Reference (revised April 2017)

ANLTC, CONUL (Staff Training and Development)

### MISSION

To provide co-operative training and staff development opportunities in response to identified needs from member libraries, the CONUL Board and CONUL Groups and in support of CONUL's strategic objectives.

### TERMS OF REFERENCE

1. Explore, research and identify training and development needs for CONUL staff in response to the needs of the consortium and the CONUL strategy.
2. Monitor and maintain a watching brief on best international practices for staff training and development.
3. Proactively engage with the CONUL Strategy Monitoring Group and CONUL Groups to identify training needs within the consortium.
4. Develop and manage a programme of training events which underpins the delivery of world-class services by our staff including:
  - An annual programme of training events and seminars.
  - The annual CONUL conference.
  - A programme of exchange visits for Irish Librarians and international colleagues.
  - A biennial ANLTC Library Assistant Award to support professional development and engagement.
  - A biennial ANLTC Research Award to promote and encourage practitioner-based research.
5. Connect nationally and internationally with relevant organisations and groups and seek to develop these to the mutual benefit of our staff.
6. Produce position papers and advise on key issues relating to staff training and development for research libraries.
7. Communicate, inform and report regularly to foster collaboration and open communication.

### MEETINGS



The Committee will meet four times per year. The Committee hosts an annual meeting to plan the programme of training activities for the next calendar year and extends an invitation to the chairs of the other CONUL groups to attend.

Records of meetings and the annual report are stored in the ANLTC intranet.