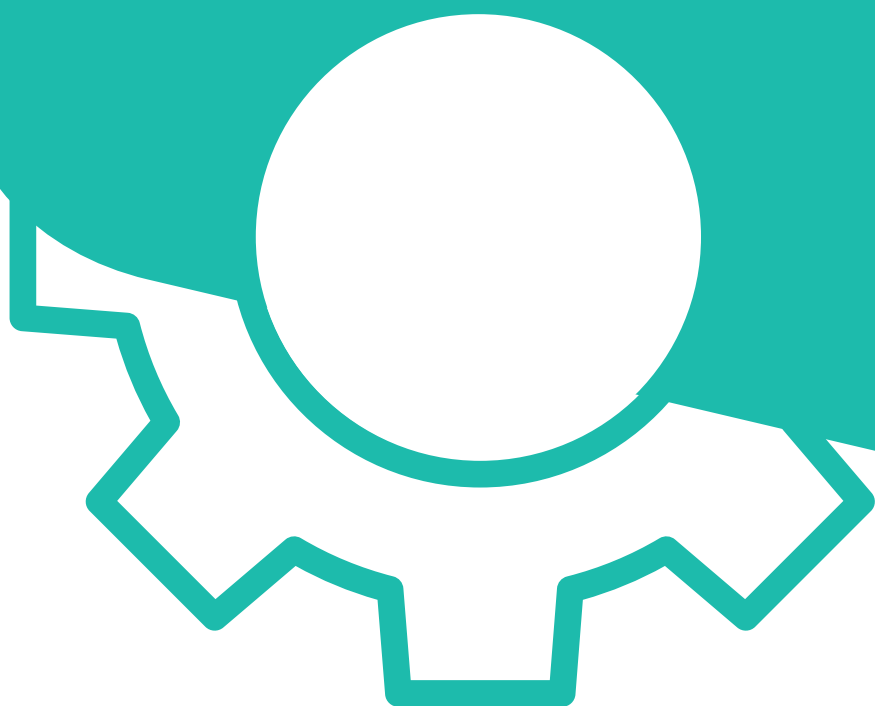


University Libraries Annual Report 2022/23

Our libraries enable new discoveries through our rich collections - connecting ideas, knowledge and communities. We provide the foundations for learning and research, spark intellectual curiosity in our audiences, and act as interdisciplinary knowledge hubs for the University.



What three words would you use to describe the University Library

Answers from 1,718 staff and students are shown in this wordcloud.



A strong user-focused service

The people we serve are at the heart of everything we do and we strive to continually improve.



Increasing Customer Service Excellence

12 Compliance Plus Ratings (up from 10)

“The report emphasises the extraordinary levels of customer feedback and User Experience the libraries engage in to continually improve services”.
Report invigilator

Campus learning hubs

Our libraries are key resources for student education:



114,894 hours

spent in bookable study spaces



Equivalent to:

13 years 42 days 6 hours
worth of studying in one year

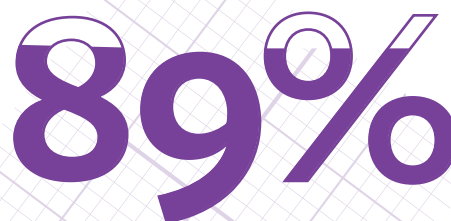
Library satisfaction soars

Our service is defined by our user's needs. Our biennial library survey plays a critical role in how we develop and improve support and services for students and staff.



Overall satisfaction has increased since 2021 (**88%**) with significantly more satisfaction around:

- Opening times
- Availability of digitised material
- Finding the Brotherton Research Centre and awareness of the Galleries
- Overall positive social experience
- Study space meeting user needs



agreed that the library is helping them to succeed in their course or research



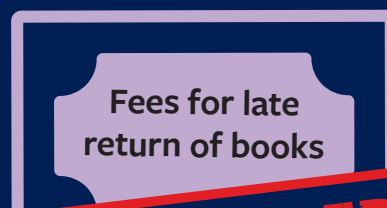
Strategic priority 20

Improving inclusivity and access

Our vision is to widen access to our buildings, facilities and resources to support the needs of diverse users. We provide warm, welcoming spaces and have responded to the cost of living crisis:



The Laidlaw Library is now open **24 hours.**
563 – the most students burning the midnight oil in one night



CANCELLED



No more Document Supply charges.
142% increase in supplied items

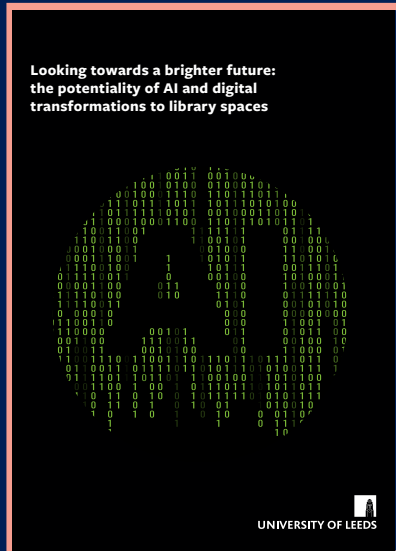


The refurbished Brotherton Research Centre provides a quiet comfortable space to think

Digital libraries

Strategic priority 3

Leading AI

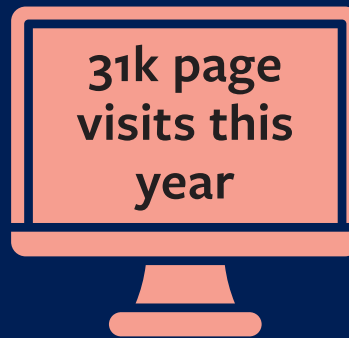


Sector-leading AI report published, leading the conversation on the use and impact of AI on Libraries

Strategic priority 18

Digitally enhancing our physical spaces

The new Spacefinder web app integrates the physical and digital experience of our users, surfacing every study space on campus so that students can find their perfect study spot.



18k users

87k
Spacefinder
locations
viewed



You said – we did!

Students asked to know how busy our libraries are to inform where they choose to study. We now provide live occupancy data within **Spacefinder** and on our display screens. **User feedback:**

“Yes!! I love being able to do this”

“It’s so helpful and influences which library I go to and when – thank you so much for installing this”

Digital transformation begins

Our Digital Libraries Infrastructure Project began, laying the foundations for transforming access to our cultural collections for research, education and innovation.



DLIP is an exciting and innovative project which will transform access to and use of Special Collections through state-of-the-art digital infrastructure. It will champion connectivity, of users and collections, and radically enhance the Leeds offer in teaching and research, establishing it as a centre of excellence with a reputation for dynamism and forward-thinking.”

Professor Melanie Bell, Professor in Film History



Online access

Use of digital resources continues to increase as we provide more online access and more accessible materials for study and research.



2,856,169
ebook downloads



6,895,770
ejournal downloads

Social engagement

Through new social media channels, we support and communicate with students in engaging and creative ways.



Instagram followers **more than tripled** in a year:
900 – 2,900



Empowering our research community

Strategic partners with research insight

Our productive partnerships with Schools and research groups support researchers and strategic decision-making.



We worked with **Water@Leeds** to analyse their contribution to **8 global water research themes**



Our literature searching service delivered expert literature reviews to support high quality research for 8 research projects across 5 Schools

Strategic priority 9

Responsible metrics

Our expertise on research metrics supports the University's commitment to using research metrics responsibly through the Research Culture group.

Our bibliometrics service actively contributes to strategic priorities, providing data to support:



Faculty IPE submissions



Collaboration data to enable QS ranking insight



Discussions around University KPIs (Field weighted citation impact)



Data to underpin a School's updated research strategy



Publishing activity around climate and health

Improving policy

We revised the University Publications Policy to increase access and impact of research outputs, by including:

- Data access statements
- Author contribution requirements
- Rights retention requirements



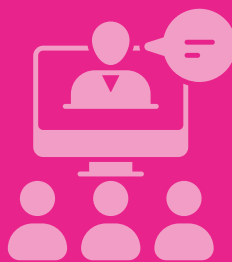
“It was really informative and helpful! thank you! I liked the ‘how to’ approach - very helpful for someone like me who is not very adept at using the latest tech!”

Research visibility

Our Research Profile Bootcamp helped researchers discover and explore new ways of making research at the University of Leeds more accessible, more impactful and more engaging.



300
participants



11 workshops covering University support systems, online profile tools and how to use media and audience engagement strategies

Professional development and personal support



104

research focused workshops with...



1,874
attendees, up 24%



3,001
Research-related enquiries answered

Strategic priority 7

Enabling open research practices

75 case studies map open research practice at Leeds across disciplines.

With our regional partners, we're improving access to full text research outputs and bringing scholarly works to new audiences.

7,290

Items deposited in White Rose Research Online

974

Leeds theses deposited in White Rose Theses Online

Engaging student education

Strategic priority 8

We co-design and co-deliver blended learning within the curriculum to support academic and digital literacies development, alongside workshops and opportunities for one-to-one support.

32,479
students received
academic skills teaching



652

skills development sessions embedded in the curriculum



6,933

student academic and digital skills enquiries answered

Personal consultations

- **89% increase** Maths and statistics (437)
- **17% increase** Academic skills (1,131)
- **72 Writing Space sessions** run with student peer mentors between Jan and Dec 2023
- **100% of surveyed students** said they learned something and would recommend the Writing Space to friends!



Over 3 million visits

to academic skills online resources and webpages



Helping 559 students

meet their greatest academic challenge with our undergraduate and taught postgraduate Dissertation Conferences

Making space for creativity and experimentation

The Library Makerspace opened, providing access to a wide range of professional equipment, IT and software for creative projects of all kinds in a supported and experimental environment:



Diverse range of faculties supported

480

users from
Engineering and
Physical Sciences

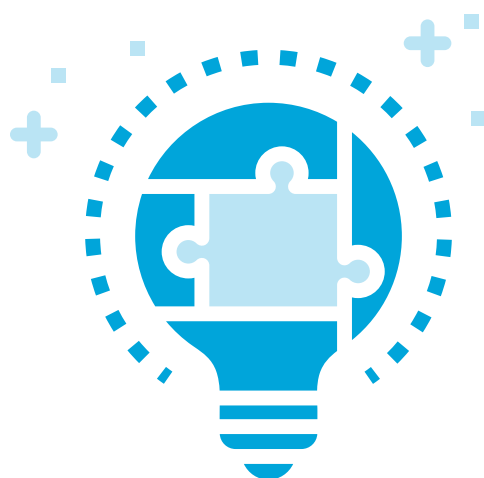
152

users from Arts
Culture and
Humanities

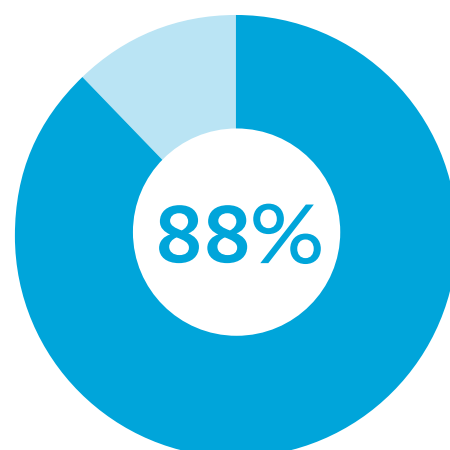
123

users from
Social Sciences

Must-read materials make learning possible



Reading list materials empower students to explore, think critically and excel academically



We provide 88% of citations on reading lists for students – online, digitised and printed

Community and culture

Shaping our local and national cultural landscape with ground-breaking exhibitions and events.

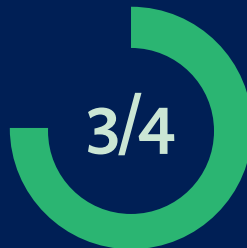
Strategic priority 16

Brontës bring national interest

A national collaboration with the British Library and the Brontë Parsonage Museum produced a once-in-a-lifetime exhibition of Brontë artefacts in the Treasures of the Brotherton Gallery, drawing in new audiences.



7,373
visitors to
Brontë
exhibition



3/4
were
first-time
visitors
(75%)



87%
rated it
Very
Good

Raising the reputation of the University of Leeds as a cultural hub with national press coverage.

The Times

The Guardian

BBC

8 national and **15 regional stories**

Unique opportunities for education and research

Our Special Collections offer unique research opportunities for students, staff and external scholars.

742 visitors to Special Collections,
visiting over 1,000 times

8,506 manuscripts and
books consulted

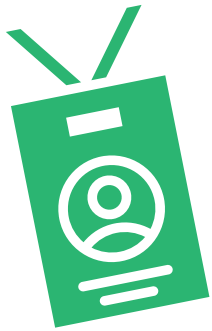
108 teaching sessions facilitated

Enhancing student experience with collections:

- Media & Comms MA module now asks students to create digital outputs from historic data sources
- History core module has expanded the source list to include art, coins and textiles

Cultural experiences to connect hearts and minds

Our audience continues to grow as we explore new opportunities to champion our collections.



21,748

visitors to The Stanley & Audrey Burton Gallery, **up 293% from last year**



14,489

Visits to Treasures of the Brotherton Gallery, **up 263%**

Increasing student engagement with our cultural collections

- **Over 100 students** attended Museum and Mocktails (more than 7x higher than previous, similar events)
- **8/10 students** said they enjoyed Museums and Mocktails a lot



99%

of Galleries visitors said their experience was good or very good

Our cultural impact stretches beyond the University and around the world.



36,237

views of our Google Arts exhibition

Visit England award

Our Galleries are the one and only Hidden Gem in Yorkshire.



Hidden Gem award received from Visit England



These accolades are a testament to the outstanding experiences and customer service that attractions in England give visitors. The attractions honoured today go out of their way to make visits memorable, creating reasons for people to travel to new locations, also boosting local economies across England.”

Andrew Stokes, Director, Visit England



To find out more about our strategic priorities please visit spotlight.leeds.ac.uk/libraries-vision/