Libraries & Learning Innovation

2017-18 Annual Report for the School of Events, Tourism & Hospitality Management
Welcome to the LLI Annual Report for 2017-18. This report presents information on the resources, teaching and support available to the School of Events, Tourism & Hospitality Management from the Library.

We are pleased to report that the School’s NSS score for the Library has risen for every subject, and by 7% overall. Student feedback shows this is linked to the greater use of embedded Library tuition, with 44 sessions provided in 2017-2018, double the 2016-2017 figure. The 68 one-to-one appointments provided by LLI staff was also a notable increase, as was the level of email support provided to School staff.

Staff and student engagement with the Digitisation Service and Beckett Books Extra has significantly extended the range of resources available to the School – with one student-selected title accessed 360 times. Further promotion of these systems is consequently encouraged for 2018-2019, along with exploration of the potential of MyBeckett’s upgraded reading list system.

Following the summer 2018 refurbishment of the Headingley campus library, we look forward to continuing to work closely with School staff and students, further improving the support available to them from LLI.

Laurence Morris
Academic Librarian
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For 2017-2018, the School’s NSS score for the Library was 97%, a 7% increase

Learning Resources were rated at 96%, an 11% increase

Course-specific results are given below

Suggested best practice: The improved NSS scores reflect the provision of embedded Library tuition in the second semester of 2017-2018, highlighting higher-end resources of direct relevance to key assignments

<table>
<thead>
<tr>
<th>Course</th>
<th>2017-18 score</th>
<th>2016-17 score</th>
<th>2015-16 score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events Management</td>
<td>98</td>
<td>95</td>
<td>97</td>
</tr>
<tr>
<td>Hosp Leadership &amp; Management</td>
<td>100</td>
<td>100</td>
<td>96</td>
</tr>
<tr>
<td>International Tourism Management</td>
<td>91</td>
<td>97</td>
<td>94</td>
</tr>
<tr>
<td>Sports Events Management</td>
<td>100</td>
<td>82</td>
<td>91</td>
</tr>
</tbody>
</table>

In the latest Postgraduate Taught Experience Survey, 3 of the 4 courses covered rated the Library at 100% and the fourth at 91%
An Excellent Education and Experience

We provide embedded academic, information and digital literacy skills teaching and blended learning in the curriculum to support students in developing the skills they need to progress successfully on their Learning Pathway. Additional options such as one-to-one support, Skills for Learning workshops and online resources encourage students to identify where they would like to develop their skills and knowledge further, both for their studies and future employability.

### Embedded teaching 2017-18

<table>
<thead>
<tr>
<th>Number of hours provided</th>
<th>Number of attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>1,156</td>
</tr>
</tbody>
</table>

- This was a notable increase from the 22 hrs of embedded tuition provided in 2016-2017
- 17% of Academic Librarian tuition was provided to L4, 10% to L5, 43% to L6 and 30% to L7 and above
- 93.5% of surveyed students rated these sessions as helpful
- New embedded sessions were introduced for Events and Hospitality, tied to key assignments
- For details of targeted tuition to support specific modules, please contact your Academic Librarian

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"Super helpful and really eased my mind”
- L5 Events student

"Concise and relevant. Just what we needed for the assignment”
- L6 Hospitality student
Individual support for students

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Librarian one-to-ones</td>
<td>31</td>
</tr>
<tr>
<td>Skills for Learning one-to-ones</td>
<td>14</td>
</tr>
<tr>
<td>Library disability support</td>
<td>8</td>
</tr>
</tbody>
</table>

Additional LLI support

- 356 generic drop-in workshops were delivered as part of the Skills for Learning programme to all students across the University, covering topics such as referencing, academic communication, IT skills, maths and statistics and professional skills. These were attended by 1,064 students.

- There were 179,966 visits to the Skills for Learning website [http://skillsforlearning.leedsbeckett.ac.uk](http://skillsforlearning.leedsbeckett.ac.uk)

- Distance Learners can also receive one-to-one tuition from their Academic Librarian via Adobe Connect

- For more general data on students’ interactions with LLI, please go to [http://libguides.leedsbeckett.ac.uk/about_us/facts_and_figures](http://libguides.leedsbeckett.ac.uk/about_us/facts_and_figures)

“I feel a lot more confident about my literature review now”
- L6 Events student

“Thank you for going over things again yesterday, the extra help was really appreciated”
- L7 Tourism student
An Excellent Education and Experience

MyBeckett usage: No. of active students who accessed each tab

- Suggested best practice – Consult the Learning Systems guides to ensure full use of the various tools available to staff and students: [https://teachlearn.leedsbeckett.ac.uk/guides/learning-systems-guides/](https://teachlearn.leedsbeckett.ac.uk/guides/learning-systems-guides/)

5438 Turnitin submissions
17% of students engaged with the Academic Integrity module
Sustainable Resources

We provide easy access to materials on reading lists and offer options to supplement these through student-led, responsive purchasing. We work closely with you to maintain reading lists online and to discuss the resources needed for teaching, learning and research, ensuring we provide the best resources to support the School within the funds available.

Reading Lists engagement

- Number of lists available as a % of total active modules: 93%
- 110 new reading list texts were added to Library stock in 2017-2018
- Usage statistics:

<table>
<thead>
<tr>
<th>Module</th>
<th>Number of accesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTT632 - Tourism Management Strategy</td>
<td>166</td>
</tr>
<tr>
<td>TOTT432 - Cultures, Ethics and Tourism Encounters</td>
<td>90</td>
</tr>
<tr>
<td>TOTT630 - International Strategic Human Resource Management</td>
<td>85</td>
</tr>
</tbody>
</table>

Digitisation

- 510 readings available (33 newly added last year), downloaded 2661 times
- Most popular reading: *Tourism and Sustainability*, by Martin Mowforth, used in ‘Trends in Tourism’
Sustainable Resources

Student-led purchasing

- 302 items were purchased through Beckett Books Extra – with the 14 School titles accessed 978 times
- 381 titles were purchased through PDA, and accessed 307,815 times, with the School’s 14 selections accessed 6,445 times

Beckett Books Extra purchases

Interlibrary Loans

- Number requested for School 83

Suggested Best Practice

Given the remarkable popularity of the School’s student-led purchases in 2017-2018, further promotion of Beckett Books Extra (available in MyBeckett) to students is recommended in 2018-2019
These LLI activities support the University KPI:

4.1 Student Satisfaction (resources)

Note: The School's recommended journals are listed on the subject pages of the Library website.
Sustainable Resources

4.1 Student Satisfaction (resources)

These LLI activities support the University KPI:

Key databases: School usage statistics 2017-18

- Taylor & Francis Online: 1568 accesses
- Elsevier Products: 1466 accesses
- Wiley Online Library: 937 accesses
- Emerald Insight: 837 accesses
- SAGE Journals: 591 accesses
- EBSCO Information Services: 375 accesses
- Atypon SP: 306 accesses
- JSTOR: 262 accesses
- Learning on Screen: 216 accesses
- MarketLine Advantage: 201 accesses

No. of accesses

Key resources: University-wide usage
- EBSCO – 15969 accesses
- Hospitality & Tourism Complete – 3188 accesses
- Mintel – 8060 accesses
- Statista - 22966 accesses

School-specific subscriptions were reviewed by the School’s Senior Leadership Team in the spring of 2018.
The School’s subject pages on the Library webpage were completely redesigned in March 2018, based upon student feedback and extensive input from School staff.

The intent was to streamline the pages, focusing support on key topics and enabling students as independent learners.

The most notable impact was on the Tourism guide, used 1023 more times than in 2016-2017.

Your Academic Librarian would welcome further suggestions for new page content.

Major new content for 2018:
- Video on evaluating information
- Enhanced referencing support
- Step-by-step guide to advanced literature searching
- Additional dissertation tips and ethics guidance
- New resources for staff and researchers
Supporting Researchers and Staff

We work in partnership with academic staff to support all elements of their work, through close liaison with Schools, by providing training and development activities and through one-to-one support. In addition, our Research Services team supports research staff and students with open access publishing and our research management systems, to ensure REF eligibility and research dissemination.

Training and development for staff and researchers

- 22 School staff attended LLI training events (Research Services – 5, Learning Systems – 17)
- 15 School staff received in-depth support from LLI staff through one-to-one appointments
- School Librarian presented at university Research Conference on Predatory Publishing and Open Access
- Scopus statistics have proved of growing interest to School researchers in 2017-2018

Staff liaison

- The School Librarian attended 10 School committee meetings and validation events in 2017-2018
- LLI staff also joined School staff in attending 2 student forums
- For more information on the training available to staff see: https://teachlearn.leedsbeckett.ac.uk, or contact your Academic Librarian

“Great session – very helpful and exactly what I needed”
- Hospitality lecturer

“Thank you again for your time today, I now know what options are available to me”
- Tourism researcher

These LLI activities support the University KPIs:

2.1 Research Intensity
2.2 Research Environment
3.1 Maximising our Talent
Supporting Researchers and Staff

Repository engagement / usage

- Number of staff logging in **28**
- Number of downloads of School material: **13,978**
- The top ten countries accessing the Repository last year were: UK (18,490 visits), USA (3465), Australia (1571), Canada, Germany, India, China, Netherlands, Ireland and Malaysia


- The main journal published in by School staff was the *Journal of Policy Research in Tourism, Leisure and Events*, which uses a hybrid publication model

<table>
<thead>
<tr>
<th>School research outputs in Repository</th>
<th>Total outputs</th>
<th>Journal articles</th>
<th>No. of files in repository</th>
<th>% Open Access compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>19</td>
<td>14</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2016-17</td>
<td>34</td>
<td>12</td>
<td>5</td>
<td>42%</td>
</tr>
<tr>
<td>2015-16</td>
<td>30</td>
<td>14</td>
<td>14</td>
<td>100%</td>
</tr>
</tbody>
</table>

- For further information on our Research Services see: [http://libguides.leedsbeckett.ac.uk/research](http://libguides.leedsbeckett.ac.uk/research)