University libraries
and Learning Center

2019 Activity Report

Sharing

Optimisation

Pooling

Université de Lille

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Editorial

The first activity report of the University of Lille's libraries (run by the *Service commun de documentation* – SCD) covered the period 2015–2018, during which the merger of the 3 previous libraries was prepared and implemented. The aim was to highlight the ongoing dynamics which necessarily lasted more than one year.

This report, which covers 2019, can be seen as the natural successor to the previous edition. Although its frequency is now annual, in both its structure and content it pursues the main topics covered in previous years. It was also decided to put the spotlight on a theme of general interest: in 2019 we focus on pooling resources and talents, an essential ingredient in any successful merger.

The aim is to produce a report that clearly addresses the world outside the libraries, whether within the University or the department's little-known role in structuring its community, or outside it, addressing academic partners, socio-professional readers or even the wider public.

Whether you read this report in full or selectively, it reveals both the variety and scope of the actions taken to benefit the university community. Students, through the extensive on-campus library facilities (Cité Scientifique, Pont-de-Bois, Moulins-Ronchin and Santé): workspaces, collections, relaxation and social spaces, loan of equipment, as well as the many highly appreciated online services and a dedicated range of library training courses. And of course research and teaching staff, who have access to particularly rich electronic and physical collections, as well as support for their research activities, in particular when responding to calls for proposals.

The libraries enhance the University's reputation at a metropolitan and regional level but also throughout the French and international academic ecosystem.

Lastly, this report highlights the libraries' work beyond the academic community in Lille: hosting scientific and cultural events, organising events with partners from the local economy, promoting the University's research to the wider public and in secondary education, and reaching out to the lives of citizens.

This is the fruit of collective work by all library staff: this activity report highlights their commitment and sense of public service. May they receive our warmest thanks and see this report for what it is, perhaps above all: recognition of their much-needed and worthy efforts.

Happy reading!

Julien ROCHE,

University Librarian
Director of the libraries and learning center

Key figures

A year at the university libraries

2,262,480
entries

969,200
visitors to our websites

9,454,532
digital documents consulted or downloaded

260,774
items borrowed

18,034
users trained

17,400
items put into circulation

33,870
digital documents uploaded to library platforms

A day at the university libraries

9,014
entries

3,861
visitors to our websites

37,667
digital documents consulted or downloaded

1,039
items borrowed

72
users trained

135
digital documents uploaded to library platforms

69
items put into circulation

Highlights

2019

Major projects

Restructuring of Humanities & Social Science library

The expert analysis on the restructuring project for the Humanities & Social Science library was unanimously approved by the University of Lille's Board of Trustees.
It confirmed the project's technical and financial feasibility and its consistency with the State's strategy framework and real estate policies.
Oversight for the renovation project was awarded to AG Studio

Launch of *Fabrique de la science ouverte*

Objective: help researchers, doctoral students and engineers understand how open science is done, constructed and practiced in real-life research.

New library management system

One of the University community's first pooled resources was launched in 2019, confirming the importance of the libraries and Learning Center in the nation's higher education networks.

Renovated spaces in the Law & Management library

Upstream, users were asked to help create spaces that would meet their expectations with user-oriented methods.

Save the dates

January
National training instructor days (JNF)
jointly organised with the ADBU, bringing together more than 150 library professionals at the Humanities & Social Science library to discuss:
"The role of pedagogy in university libraries"

February
Charter for open archive entries
Voted by the University's Board of Trustees.

June
Etienne Klein conference
on the topic:
"What we really mean by time?"

September
Launch of Libellul'
the internal newsletter for the university libraries and Learning Center, as well as associate libraries.

November
Exhibition: "Imaginaires au carré"
at the Humanities & Social Science library, where graphic pieces kept at Dominique Bozo library (LaM musuem) were displayed alongside texts from the collections of the University of Lille's libraries.

Joint conservation of periodicals
This study day brought together some 90 staff members from libraries in the Hauts-de-France region and the Wallonia-Brussels federation.

December
Xperium
welcomed its 15,000th visitor and its 10,000th secondary school student since it opened in 2014.

Library Network

Associate libraries
Partner libraries

Associate and partner libraries

https://scd.univ-lille.fr/reseaux-et-partenaires/bibliotheques-associees/
https://scd.univ-lille.fr/reseaux-et-partenaires/reseaux-institutionnels/

Sharing, optimisation & pooling

"If you differ from me, my brother, far from harming me, you enrich me"
(Antoine de Saint-Exupéry)

The fusion of professional cultures, institutional projects and distinct teams cannot simply be the sum of their parts, but rather about the ambition of seeing those cultures, projects and teams benefit from mutual enrichment, enabling them to take their place in a new organization and start a new: exchanges and reciprocity for positive shared outcomes.

Unlike other libraries such as in Grenoble, Marseille or Bordeaux, the libraries of what used to be Universities of Lille 1, 2 and 3 did not include an "inter-institutional" dimension in their four-year contracts, and so were unable to rely on a long tradition of cooperation when the merged library service was created.

But on a scale that extended far beyond the University of Lille, each of these three former structures extensively contributed to the doctoral courses in place on a regional scale via the PRES and later the COMUE, pooling the skills of their course instructors and their premises to optimise the quality and relevance of the training made available. Alone, none of them would have been in a position to offer such broad training to their doctoral students. On a much larger scale, with a community representing 15 partners across France, two of the Lille libraries decided to join the remote information service UBIB in 2011 and 2012, allowing their users to benefit from online information by email or via chat for a modest investment in terms of human resources.

A carefully planned merger

As early as late 2015, the possible merger was approached with a concerted process of reflection on library policy in terms of electronic resources as well as the creation of collaborative bodies to organise joint public procurement contracts for the purchase of library resources in the run-up to 1 January 2018. Similarly, a joint submission was also made as part of the CollEx procedure. These preparations were an opportunity to compare different work practices and complementary approaches to the development of collections, partly influenced by the dominant practices in specific disciplines.

Quite naturally, the coming together of these different establishments initially involved pooling those tools in which one library had particularly invested time and skills. So for example, the library at the University of Lille 3, which was one of the pilot units, was a driving force behind the SGBm project, rolled out across the whole network. As soon as it was launched in January 2017, the institutional open archive LillOA benefited from shared governance and oversight. Other tools already in place in one library now have a broader scope: work is ongoing, for example, to combine the platforms for theses and dissertations put in place by the libraries at the Universities of Lille 1 and 2. The result will be known as Pépite, the name already used in the Law & Healthcare sector. Other efforts to pool resources are underway for the purposes of dissemination: examples include the digital libraries Iris and Nordnum, or the platform containing exam topics and digital learning resources, Ioké.

A new dynamic

The merger has underpinned and encouraged a new dynamic to pool resources and skills. This approach has also been adopted cross-departmentally by the libraries and other university departments. The *Lillometrics* platform, as well as a project for the publication of free access journals, benefit from the combined expertise of the libraries and the department for the promotion of research. Forming a network of 4 central libraries, a service dedicated to theses and digitisation, as well as 26 associate libraries, the University of Lille's libraries are now in a position to offer users a range of services and documentation built on collective intelligence and complementarity, with an understanding of on-the-ground needs and the global vision of an establishment that is closely involved in networks of cooperation and standardisation of academic and technical information. Each of the three former libraries had developed partnerships with research and higher education bodies in their own relevant areas, thus improving access to documentation with shared subscriptions to certain electronic resources, and offering both library professionals and users the chance to take up the services and training made available by the libraries. Now, these partnerships have also been pooled and harmonised, offering even richer benefits to both the University and its partners.

Pooling resources: a bold step

Beyond shared tools, pooling resources above all means enriching the offer of available services. When it comes to research services, for example, the expertise developed in each of the universities before the merger related to different areas: bibliometrics in Law & Healthcare, open science (publications and data) in Science & Technology, and theses and digitisation in the Humanities & Social Science, with what used to be the national workshop for the reproduction of theses (ANRT). Pooling these resources offers a much broader community the expertise and services associated with each entity.

It is collective strength that allows the most ambitious and robust projects to emerge and mature.

Le SGBm, an exemplary project

The new joint library management system (SGBm) is one of the leading shared tools in the academic community and a cornerstone of many joint projects.

2019 was marked by the re-computerisation of the University of Lille's libraries and Learning Center, associate libraries, as well as the libraries at the University's partner institutes (Ecole Centrale, Ecole supérieure de chimie, ENSAIT, Sciences Po Lille), a total of almost 40 different structures within a perimeter that stretches far beyond the University of Lille.

Via Lillocat, the name given to the shared catalogue of all participating structures, a total of more than 2 million physical items are now available to the academic community, and there has been a 55% increase in the use of digital resources since the introduction of the new system.

This tool allows all project partners to pool their collections, but it is also a strong driver for the sharing of professional skills. More than 90 staff members with a wide range of scientific, technical, managerial, IT, administrative and financial skills were involved during the tool's roll-out phase, and more than 100 participated in the preceding two years of preparations.

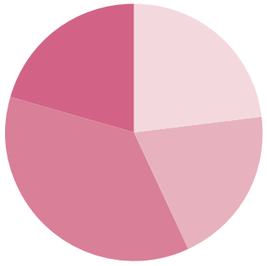
The roll-out of SGBm, the name chosen by the bibliographic agency of higher education (ABES), also served to copper fasten the already invaluable role of the University of Lille's libraries and Learning Center in the nation's higher education and research networks, actively contributing as pilot locations for the creation of pooled knowledge databases, which are now used by other institutes in their roll-out phase.

The academic community – and first and foremost its librarians – now have high expectations for this shared resource, which is intended to facilitate the oversight of the acquisition of library resources and serve as a vector for best practices across the network. It will also showcase the wealth of the library resources enjoyed by Lille's university community nationally and even internationally thanks to its interoperability with major applications in France and abroad.

1 Building a network of world-class facilities and services

With three major facilities built or renovated in recent years and a fourth getting ready for a new look (Humanities & Social Science library), the University of Lille's libraries and Learning Center have plenty to be proud of. The quality of the services on offer is thanks to the devotion of staff, who are determined to meet the expectations of users in terms of reception and support.

A LOOK BACK AT LAST YEAR



Visitors numbers by location in 2019

-

- **LILLIAD: 522,474**
- **Law & Management library: 452,086**
- **Healthcare library: 827,571**
- **Humanities & Social Science library: 460,349**

In terms of library visitor numbers and usage, 2019 saw the same overarching trends observed in recent years: increased visitor numbers and a decline in the use of printed items.

It is clear that the best model is that of a multifaceted library, at once a place of study and learning, a place of discovery, encounters and socialisation, one that reflects the hustle and bustle of campuses. This requires constant efforts to broaden the range of services available, particularly those not related to documentation. 2019 saw the launch of a new printing service as well as the option to borrow equipment, against the backdrop of the re-computerisation that has reshaped the workplace habits of staff.

With 2.262m entries in total, a 1.5% increase on the previous year, library visitor numbers continued to rise this year. However, this disguises contrasting changes depending on the location: LILLIAD and the Healthcare library saw a rise of more than 7%, whereas the figures at the Humanities & Social Science and Law & Management libraries are more or less stable. But for the latter, 2019 marked an important pivot with the renovation of many of the ground floor spaces, a large-scale project that required the partial or total closure of the premises for 8 weeks.

Such huge visitor numbers have been accompanied by intensive use of certain services, first and foremost bookings for group working spaces. A total of 96,500 bookings were made this year using the Affluences application (+15% on 2018) for all 60 group working spaces available for reservations across the network. These rooms have a capacity of between 2 and 10, and the high demand for occupancy requires significant involvement of library and cleaning staff to ensure sufficient levels of comfort for users.

Closely matching user expectations

The facilities available in terms of printing, scanning and photocopying are also highly appreciated by users, since the libraries are the only locations to offer these services on campus. A new platform was rolled out in September as part of efforts to revitalise the delegation of public services. It is now accessible to the entire network and offers a range of new functions: payment via Izly (payment solution via smartphone made available by the Crous), and printing within the network through the University's intranet. With 4,500 individual users and more than 280,000 digitised, printed or scanned documents in just 4 months, it has been a resounding success.

Having asked users about their real needs, it was decided to launch a lending service for certain items of equipment (telephone chargers, noise-cancelling headphones, etc.), designed based on questionnaires distributed to students.

2.262 M

Total number of entries

-

+ 1.5%

Overall year-on-year rise in visitor numbers

1.1

An equipment lending service designed with and for users

Improving conditions for users who study or otherwise spend time in our facilities is a constant challenge for the libraries and Learning Center.

All four sites in Lille have for a long time, albeit discreetly, made various items available to students: markers and erasers, memory sticks, laptop computers at the Healthcare library, and tablets at the Law & Management library, often involving a considerable number of transactions.

The merger between the libraries in 2018 brought fresh impetus to this equipment lending service. After comparing the existing practices in place and studying offers at other establishments, a user survey was conducted in April 2019. Some 600 students submitted over 7,000 votes relating to a panel of 20 proposed items, as well as adding other suggestions. This initiative confirmed that users have needs that are both specific to their discipline and to the layout of their library, but also shared needs in terms of digital resources. As the most open and frequented facilities, university libraries are in a position to extend this equipment lending service.

When the survey had been completed, it was decided to roll-out a lending service across the network for study materials beginning in September 2019: phone chargers, noise-cancelling headphones, audio headphones, paper boards, an array of emergency pens, memory sticks and staplers, as well as the installation of binders in public printing locations. Depending on the location, multi-port adapter hubs, calculators and laptop computer stands were also purchased. This was in addition to the already large-scale lending of white-board markers and erasers. Items can be borrowed at reception or at the lending desks, depending on the layout. Following an initial communication campaign, students discovered and were very quick to take up this new service.

Improvements are already being studied for 2020, including extending the offer and introducing one-day laptop loans across the network.

1,800
one-day laptop loans in 2019

1.2

Law & Management library: a redesigned reception area

As the first phase of the *Espace Vie Etudiante* project, designed to offer students on the Moulins campus more welcoming and modernised working and living spaces, in the summer of 2019 the Law & Management library had its reception area renovated with a new layout for its cultural space.

The planning for these renovations was done in close collaboration with library staff and the University's technical teams. User-focused methods were also adopted to develop spaces that would be both useful and pleasant.

The renovation work on the library entrance, which began in late 2017, was intended to modernise the reception area, giving it greater visibility within the building and promoting the available functions and services. Throughout the duration of this reflection process, several working groups were formed to determine the functional layout of this new reception area.

With a redesigned entrance from the main entrance hall in the Moulins building, the reception now opens onto the reading rooms and benefits from the natural light that pours in through the building's glass facade. The new desks, light in colour and with a modern style, now centralise functions that used to be spread out on the ground floor of the library. The new layout makes staff members more visible, while the entrance includes a reception desk, automated lending machines and secure lockers to store belongings and items of value and recharge electronic appliances.

At the same time as the renovations in the reception area, the adjacent cultural space was also completely refitted. With an emphasis on inclusiveness, it was designed to reflect the observations made and interviews conducted with the students who use it. Participative workshops were also run to understand their expectations and needs and together choose the desired ambience and furniture. The expanded space now houses a corner café with more available seating, a comfortable spot to relax. New stalls now showcase the library's comic books, novels, DVDs, newspapers and magazines.

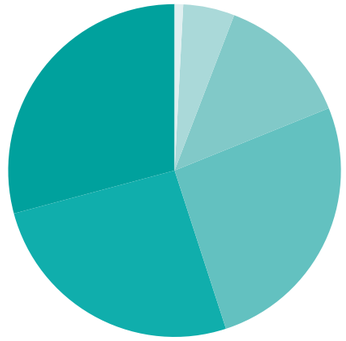
A dedicated area has been designed as a coworking space for small groups. This location continues to be used for cultural and other events organised by the library and University or external partners, now with an even warmer atmosphere ideal for such gatherings.

Users were quick to appropriate these new areas, and the number of visitors to the cultural space is a clear indication that the latest additions have been a success.

The renovation of these living spaces is the first phase in the library's transformation: further changes are already scheduled for 2020–2021, offering modern and comfortable work areas adapted to the needs of today's students.

2 Facilitating academic success and knowledge circulation

The libraries and Learning Center offer welcoming spaces for creative learning, ideal for academic success and the circulation of knowledge, key components of the strategy adopted by the University of Lille. They actively contribute to academic mediation, openness to experimentation and the transfer of information literacy skills.



A LOOK BACK AT LAST YEAR

This year the libraries and Learning Center confirmed the essential role they play in the transfer of information literacy skills, from bachelor to doctoral level, and in all forms of academic mediation.

Consolidating the importance of information literacy training.

In 2019, around 10,000 bachelor-level students underwent information literacy training. This requires considerable investment by staff members. A process of reflection was undertaken to come up with fun and innovative ways to involve students arriving at university for the first time. The approach is designed to use active pedagogy to introduce our library spaces and services to participants, who play the role of a character from the world of fiction. These initiatives were already available at the Healthcare library and are now offered to all arrivals at the University of Lille beginning in September 2020.

The libraries and Learning Center have also been busy preparing for the accreditation of the University of Lille's 2020–2024 bachelor's and master's programmes with a view to consolidating the importance of information literacy skills in teaching content.

The Healthcare library hosted the 2019 national training instructor days (*Journée Nationale des Formateurs*) on 24 & 25 January, an important event for all library-based training instructors across the country. This reflects the dynamism of the network when it comes to user training.

Dynamic academic mediation in all forms

At LILLIAD, Xperium this year topped 15,000 visitors (including 10,000 secondary school students) since it opened its doors in 2014. This success with the public reinforces its ongoing and upcoming changes (POC initiative as part of Lille's year as 2020 World Design Capital, creation of a dedicated YouTube channel, season 2 run as a travelling exhibition, preparations for season 4, etc.).

Having organised or hosted more than 400 events in a range of formats, the libraries and Learning Center have actively contributed to the transfer of knowledge, cultural openness and the debate surrounding ideas at the core of university life, with a number of highlights: the "Imaginaires au carré" exhibition and the Lille edition of the *Prix du Roman des Etudiants* France Culture *Télérama* (a literary prize awarded by a jury made up of students which each year brings together more than 500 French literature students).

LILLIAD plays a key role promoting student entrepreneurship

In collaboration with the Hubhouse and the University's support, information & orientation office (SUAIO), LILLIAD this year established itself as a focal point of exchanges to promote student entrepreneurship, hosting sessions for start-up student entrepreneurs, events as part of *Actions d'entreprendre* and its main event, Hubday 2019, as well as *A vos stages* and an event celebrating young and audacious entrepreneurs in the Hauts-de-France region (*"Pourquoi pas moi?"*), jointly organised by the region and the *Académie de Lille*.

417
events organised or hosted in 2019

2.1

Overhaul of 2020–2024 course content

In 2019, the libraries and Learning Center closely collaborated to prepare for the accreditation of the University of Lille's 2020-2024 bachelor's and master's programmes.

They took part in several cross-departmental working groups initiated and moderated by the University's management team: "Student project", "Training in and by digital technology", and "Adapted courses and 'academic success agreements' at bachelor's level".

Building on a high-quality, extensive offer at both bachelor's and master's levels, these efforts serve to strengthen and promote the importance and role of information literacy skills in the courses available at the University of Lille. Facilitating students' autonomy in their search for reliable and high-quality information, stimulating critical thinking, raising awareness about plagiarism, and producing a standardised bibliography are all essential skills for students and citizens alike.

Discussions in the various academic departments also served to reinforce the collaborative work between teaching staff and the support services available in relation to these skills. This was also an opportunity to identify new training courses that could be run by library staff: classes will now be made available to students from the bachelor's degree in history and first-year students in public health and social science (Faculty of engineering) and healthcare management (ILIS).

This large-scale process of reflection has allowed the libraries and Learning Center to reassert their role in structuring the transfer of information literacy skills.

10,000

bachelor-level students underwent information literacy training

2.2

National training instructor days (JNF)

An event involving study and reflection, as well as the exchange of best practices.

On 24 & 25 January 2019, the University of Lille's library service and the pedagogic committee of the association of university library directors and management staff (ADBU) jointly organised the second edition of the national training instructor days (*Journées Nationales Formateurs* –JNF). The event saw participation by more than 150 people from across France on the premises of the Healthcare library, to discuss "The role of pedagogy in university libraries".

Reflecting on the role of pedagogy in libraries

Christelle Lison, a Professor at the department of pedagogy at the University of Sherbrooke (Canada) who provided a key testimonial at the 2019 JNF, opened the event with a conference addressing the role of pedagogy in libraries.

Beyond these theoretical contributions, the JNF are also an opportunity for library staff in attendance to discuss their profession at practical workshops addressing themes like "Why and how to motivate our students" and "Fun learning is successful learning: the university library unveils its playful side!". Delegates had the chance to experience different pedagogic approaches and benefited from rich and varied feedback. These workshops were followed up with reports drawn up collectively by participants, and all the presentations were also filmed: the discussions and other features of the event can be consulted on the ADBU's website and on the University of Lille's Web TV.

Photo credits Pascal Ito Copyright Flammarion

2.3

Prix du Roman des Etudiants France Culture Télérama

First launched seven years ago by France Culture and Télérama with support from the Ministry of Higher Education, Research and Innovation, the idea behind this prize is to introduce today's students to contemporary literature, with the chance for 100 student jurors and their classmates to interact directly with the 5 selected authors during the event.

Since the beginning of this initiative, made possible by the support and investment of Stéphane Chaudier, a university language and French literature professor, each year the Healthcare library welcomes around 500 French literature students to its *Espace Vie Etudiante*, a social space that is highly appreciated by journalists and authors. Once again this year, a free-flowing dialogue was quickly established to discuss the personality and work of the guest authors, Monica Sabolo, Sylvain Prudhomme, whose attendance was organised in partnership with the *Bibliothèque des Humanités*, and Emma Becker, who won the prize for her novel *La Maison* (Editions Flammarion). Complete footage of this event is available on the University of Lille's Web TV.

Emma Becker, winner of the 2019 *Prix du roman des Etudiants France Culture Télérama* for her novel *La Maison* (Editions Flammarion).

2.4

Xperium : science in action

Xperium showcases partner-based research and innovation.

The topics for season 3 are "Changing materials and digital technology: towards augmented man?" and for season 4 "Kaleidoscope! Images across the sciences", both built around 8 ongoing research projects in the University's laboratories presented by doctoral researchers or their supervisors. These are the perfect illustration of what makes the Xperium concept unique: research in action on display for the public and presented by the researchers themselves.

This unique approach was also highlighted through a series of conferences for the wider public, organised for the first time this year alongside the exhibition. Axel Kahn did a fine job inaugurating the series on 7 October, to mark the *Fête de la Science* : more than 350 people attended the conference entitled "Science and ethics, rethinking the human dimension". Xperium also took centre stage at an international conference at LILLIAD (3rd International Summer School for Sciences, History and Philosophy of Sciences, Technology & Science Education, held on 4 June). So footage of these events could be shared with the greatest number, a dedicated YouTube channel was created this year.

Strengthened links with regional stakeholders.

Season 2 – "REV3R and related challenges: innovations in a sustainable world" – took to the road, travelling to Dunkirk's "sustainable city" learning centre at the Halle aux Sucres in February.

In March, the 2nd edition of Challenge Xperium, jointly organised by the Rectorate, I-Site ULNE, the regional authorities and Enedis, brought university and secondary school students together with stakeholders from the region's research and economic sectors.

The "Xperium au carré" POC (Proof of Concept), an Autumn 2019 initiative as part of Lille's year as 2020 World Design Capital, is expected to further strengthen this regional dynamic.

3,500 visitors in 2019 (2/3 of whom were secondary school students).

3 An enriched collection

Users are central to the policy to develop our library collections. The ambition of all staff is at once to optimise the existing resources, promote the available content and facilitate access, as part of an approach covering all formats – physical and digital – and ongoing dialogue with our associate and partner libraries.
The network of resource materials now extends beyond the university libraries to include public libraries and associate museums.

A LOOK BACK AT LAST YEAR

2019 was dedicated to a process of reflection on the University's policy to develop its library collections and the best way to structure its activities within a unified network.

Structure, dialogue and inclusion

As the departments responsible for library collections have been progressively developed, a balance has been sought between attachments to campuses with established discipline-specific identities and the pooling of strengths identified in existing practices.

The ongoing dialogue with associate libraries focusing on this expertise in particular disciplines promises to be particularly fruitful, especially in the orientation committee, which met for the first time in November. Meetings and workshops have been held to lay down the foundations of a shared culture and practices across all staff teams.

Forming a network

The work to update and renew the partnerships formed by each of the former libraries with research and higher education institutes or public reading facilities continued this year.

At regional and cross-border levels, the collaboration with libraries in the Hauts-de-France region and Wallonia-Brussels Federation was strengthened with an event for library professionals dedicated to joint conservation plans for periodical collections, bringing together some 90 delegates at LILLIAD. The highlight of the event was the signing of a memorandum of understanding to pursue and reinforce the actions taken as part of this original partnership.

At a national level, the University of Lille's libraries and Learning Center took part in the CollEX working group on inter-library lending with the aim of modernising and improving an essential service for many students and researchers.

Identifying key objectives

This year, during which staff's internal organisation developed, served to redefine all of the procedures linked to the processing of library materials under the new information system. It led to intense brainstorming – an essential phase for the future of the University's library collections.

The key objectives identified for the next few years are as follows: formalising the policy on library materials, signposting and preservation of collections, electronic resources, relations with associate and partner libraries, promotion of our collections and public mediation. On this last point, the work undertaken to promote our collections marks a significant step forward.

17,400
items acquired in 2019

-

664,000
digital resources available

3.1

Promoting dynamic collections

When it comes to library collections, promotional efforts involve optimising usage and improving attractiveness. However, this is about more than putting the right book in the right place at the right time; it also involves drawing on marketing techniques and social media to ensure a multi-faceted communication strategy:

- theme-specific notice boards are scheduled for display with links to the latest news and cultural initiatives. These correspond to a selection of documents in different formats and in some cases a bibliography,

- notices presenting new features,

- a selection of front-facing items on shelves.

62

Theme-specific items selected for display across the network

This year's ambition was to pool the libraries' experience and existing best practices and perfect them to roll them out across the network.

Workshops and practical exercises were put in place to develop theoretical knowledge, and then working groups compared their evaluations. This resulted in a shared organisational approach, rules and tools. Communication efforts as part of this approach are ongoing so staff can be involved as much as possible, beyond those in charge of library acquisitions.

To back up these initiatives, a contact person has been appointed on each site with a dedicated budget for the purchase and renewal of basic facilities (stands, notice boards, cubes) and various supplies.

New courses of action are explored in user focus groups via the Lilliad.visio platform. Using a freely available tactile table, this interface offers an alternative approach to online collections by relying on user data.

These experiments actively help to improve and enrich the user experience.

3.2

Modernising inter-library lending

Inter-library lending (ILL), a service that has long been offered by university libraries and is much appreciated by students, teaching staff and researchers, has seen radical changes with the rise of electronic resources. The exchange of electronic items can in fact prove complex in technical and legal terms, two facets that are closely linked.

In light of this, the Collex-Persée scientific interest group, whose ambition is to develop library services in a way that closely meets the needs of researchers, launched a process of reflection in 2018 on how to modernise ILL and the remote supply of library items. This process drew on the 18 proposals included in a report submitted in October 2018 by the director of the technical centre of higher education for books (CTLes) and in 2019 led to the creation of a national working group with joint oversight by the CTLes and the inter-university healthcare library at the University of Paris. This group is made up of 15 higher education institutes including the University of Lille.

Over the course of 2019, the group examined the technical aspects of this issue and the legal challenges of remotely supplying electronic journals.

The modernisation of ILL involves using new technical tools to deliver electronic articles to researchers. Four suppliers presented their technological proposals to the members of the working group, and one of these is currently being tested by several establishments that are among the largest inter-library lenders nationally, including the libraries at the University of Lille, which have installed Visiodoc in their ILL departments to share digitised articles from the academic journals in their collections.

However, compliance with the intellectual property rules established in European Directive 2001/29/EC on the harmonisation of certain aspects of copyright and related rights in the information society takes precedence over the modernisation of ILL through the provision of digital items. The working group's meetings were used to reflect on the essential changes to make in legal terms to facilitate the supply of electronic files to researchers, in particular by applying the principle of a pedagogic and research exception to digital files supplied via ILL.

4 Supporting research

Staff at the libraries and Learning Center are gradually building up an offer of services, tools and training courses for researchers, doctoral students and research staff, including open science practices, corpus digitisation, dissemination of theses and dissertations, user IDs for researchers and new bibliographic approaches.
From the early stages of a research project to the dissemination of its results, the ambition is to vary the approaches adopted to most closely match the needs of research and researchers
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A LOOK BACK AT LAST YEAR

Open science in different guises

Since it was introduced in 2018, LilloA has been gradually rolled out across the University's research units (20 laboratories deployed and more than 15,000 notices imported). Based on user feedback, the first changes were made to the archive in 2019: a link to the University's career pages, a simplified system to upload complete texts and reference export functions. Lastly, the year was marked by the University's adoption in February of the charter for open archive entries.

To support researchers in their open science practices, in October 2019 the libraries and Learning Center launched the *Fabrique de la science ouverte*, an initiative to run regular initiations, experiments and debates. Held across the University's sites as part of Open Access Week 2019, the first events looked at open science from a range of perspectives: publications, data and communication and mediation approaches.

Offering collaborative services

External and internal collaboration to develop an offer of services suited to the needs of researchers and research: this approach has already led to a range of collaborative doctoral courses within COMUE Lille Nord de France and the creation of the Lillometrics platform attached to the I-Site ULNE, run by the University hospital, the department for promoting research and the library.

In 2019, collaboration with the senior management team responsible for research continued and intensified, addressing several issues: the digital identity of researchers, support for ANR and H2020 open science projects, and initial reflections on the application of text and data mining technologies to the University's academic output.

An active contribution was made to the Revues working group, with oversight from the department for academic and social promotion and involvement from support services and those behind the University's journals. Together they set out the University's policy on publishing journals. Through their participation in the one-stop service dedicated to journal initiatives, the libraries and Learning Center aim to provide support for the digitisation, referencing, dissemination and archiving of journals.

Accompanying research projects

The offer of tailored approaches that meet the specific needs of research projects was pursued and further developed: in particular this is aimed at researchers working on ANR and H2020 projects, those preparing systematic reviews or digitisation projects, as well as the organisers of national and international academic conferences, particularly at the LILLIAD. These specific services require the right organisational approach and a high level of responsiveness from the staff involved.

The launch by the scientific innovation department of innovative workshops that bring together researchers and businesses in 2019 is part of this development of tailored approaches, with participants meeting in small groups to discuss highly specialised topics.

A services offer underpinned by collaboration

4.1

Integrating the ANRT: an opportunity for researchers and doctoral students

Background

Until the three libraries merged, the national workshop for the reproduction of theses (ANRT) was a service run by the Humanities & Social Science branch of the University of Lille, with a national role storing doctoral theses on microfiches and managing the collection of camera microfiches. As well as offering access to this collection, the ANRT offers digitisation and duplication services.

In 2018, it was decided to gradually merge the ANRT, the libraries and the Learning Center given the functional links already in place between the two services. Efforts were undertaken as part of this restructuring, eventually leading to the integration of the ANRT into the department of services for research and researchers.

Consolidated offer of digitisation services

The ANRT's expertise in the digitisation of places and heritage collections, combined with the experience of the libraries and Learning Center in digital projects and labelling, pointed to the idea of a consolidated offer of services: the digitisation of journals published by or linked to the University, the formation, structuring and dissemination of digitised corpuses, and experimentation with digital text mining techniques.

As part of the CollEx-Persée research infrastructure and across the Hauts-de-France region, this services offer is intended both for university researchers and external libraries.

Support for doctoral researchers in disseminating their thesis

The ANRT, libraries and Learning Center, building on their long-standing collaboration, now offer complementary services to doctoral researchers getting ready to defend their thesis: labelling, archiving and disseminating digital files, printing copies for the *viva voce*, and information about any questions linked to the dissemination of their thesis. The merger between these different services began in 2019 and will continue as part of wider efforts to harmonise services for doctoral researchers across the network.

Contemplating the future of the national microfiche collection

Given the national scope of this mission, the collection of French doctoral theses includes 240,000 camera microfiches. This collection, which is unique in France, has enabled the ANRT to develop high value-added services targeting both establishments (digitisation) and researchers (à la carte theses). The future of this collection and related services will be the subject of a comprehensive process of reflection in 2020, in collaboration with the MESRI and ABES, in order to decide the extent to which and based on which economic model these activities can continue.

240,000
microfiches of French doctoral theses

4.2

Open science: supporting ANR and H2020 projects

Research funding sources (Horizon Europe, ANR, etc.) are gradually developing their policies on open science: open access dissemination of publications and the implementation of data management plans. In collaboration with cross-departmental engineering and project management staff, the libraries and Learning Center are supporting this by gradually putting in place a services offer.

Service background

Support for ANR and H2020 projects began in 2017. An experimental phase lasting around one year was used to understand the expectations of project backers and the services that could be offered. This led to a structured and official launch of the service in 2019, initially on the Cité Scientifique campus and then gradually extended to all 4 University campuses and the Institut Pasteur.

The service in 2019

The service has 3 aspects: project creation (open access and data management), and then for funded projects compliance with obligations relating to open access and data management. Two forms of support were identified: a standard approach involving workshops or training courses, and individual tailored support.

In 2019, the libraries and Learning Center provided individual support to 28 projects in the initial stages (5 H2020 and 23 ANR projects). 11 funded projects received individual support (7 H2020 and 4 ANR). Lastly, 24 projects benefited from training in how to draw up a data management plan.

Renowned expertise in networks

The University of Lille is the first French university to become an associate member of the European open science infrastructure OpenAIRE.

Experts from the network of libraries and the Learning Center in Lille are regularly asked to make contributions or offer training in project support involving open science and the implementation of data management plans. Examples include a training day for network members in Lille jointly organised with the Couperin consortium, a workshop on data management plans held as part of the national open science days (JNSO), presentations at the Open Science conference in Berlin and at the Congress of the Association of European Research Libraries (LIBER), the publication of an article in *LIBER Quarterly*, and a presentation given at an event run by the *Réseau Europe Recherche Innovation Hauts-de-France*. The University libraries also helped draft the recommendations submitted by the open science committee (CoSO) to the ANR on data management plans.

Going forward

The roll-out of the service will continue, with the next phases involving the Moulins and Healthcare campuses. Its steadily increasing influence requires the development of new support measures such as training courses and video conferences, as well as significant staff mobilisation. The support model implemented now needs to be stabilised and secured in the long term. A process of reflection on the appropriate economic model began in early 2020, in particular addressing the costs involved in managing research data.

63
projects received support

4.3

Innovation workshops and researcher–business collaboration

The first innovation workshops and collaborations between researchers and business took place in 2018 at LILLIAD.

Early on, the scientific innovation management team at LILLIAD understood the utility of identifying R&D topics in collaboration with competitiveness and excellence clusters, which from the outset partnered efforts to raise awareness among University researchers of the problems facing regional businesses. They also realised that for their part, businesses have a poor understanding of the excellence and diversity the research world has to offer and all too often underestimate the potential of scientific support in implementing new production processes. However, gradually their combined actions with those of partner competitiveness clusters demonstrated in practice the utility of tailored workshops for very small groups, held in strict confidentiality, when it comes to deploying hyper-specialised synergies that closely address industrial problems and the research objectives of laboratories.

Against that backdrop, in 2019 several cooperative initiatives were taken involving Pôle AQUIMER, Euramaterials (Uptex) and Clubster NSL Nutrition Santé Longévité:

- Comptoirs du Boulonnais and CRIStAL laboratory: COBOFISH project, automated shelling of scallops. This project was supported by the region as part of the Start-AIRR scheme,

- European centre for innovative textiles (CETI) and IRCICA research institute: CoFaDeVr project, a virtual reality tool applied to patronage,

- Ferme de la Gontière and CRIStAL laboratory: CHAMPIBOT project, dedicated to the use of robotics to automate mushroom picking (3D vision solutions, detection software). This project was supported by the region as part of the Start-AIRR scheme.

In 2019 LILLIAD diversified its partnership-based events

In 2019 LILLIAD hosted more than 50 events organised by businesses, competitiveness and excellence clusters, institutional partners from the region as well as structures that support entrepreneurship at the University.

The business accelerator Rev3 (Growth for a sustainable and connected economy) was launched to mark *Rev3 Days*: eight young businesses were offered support for six months by the region, the Hauts-de-France Chamber of Commerce and Industry and the University of Lille.

DEEPTECH Tour BPI France in the Hauts-de-France region also spent some time at LILLIAD as part of an initiative to discover the University ecosystem on campus and meet with local economic stakeholders and support structures with a series of testimonials and the presentation of shared operational tools.

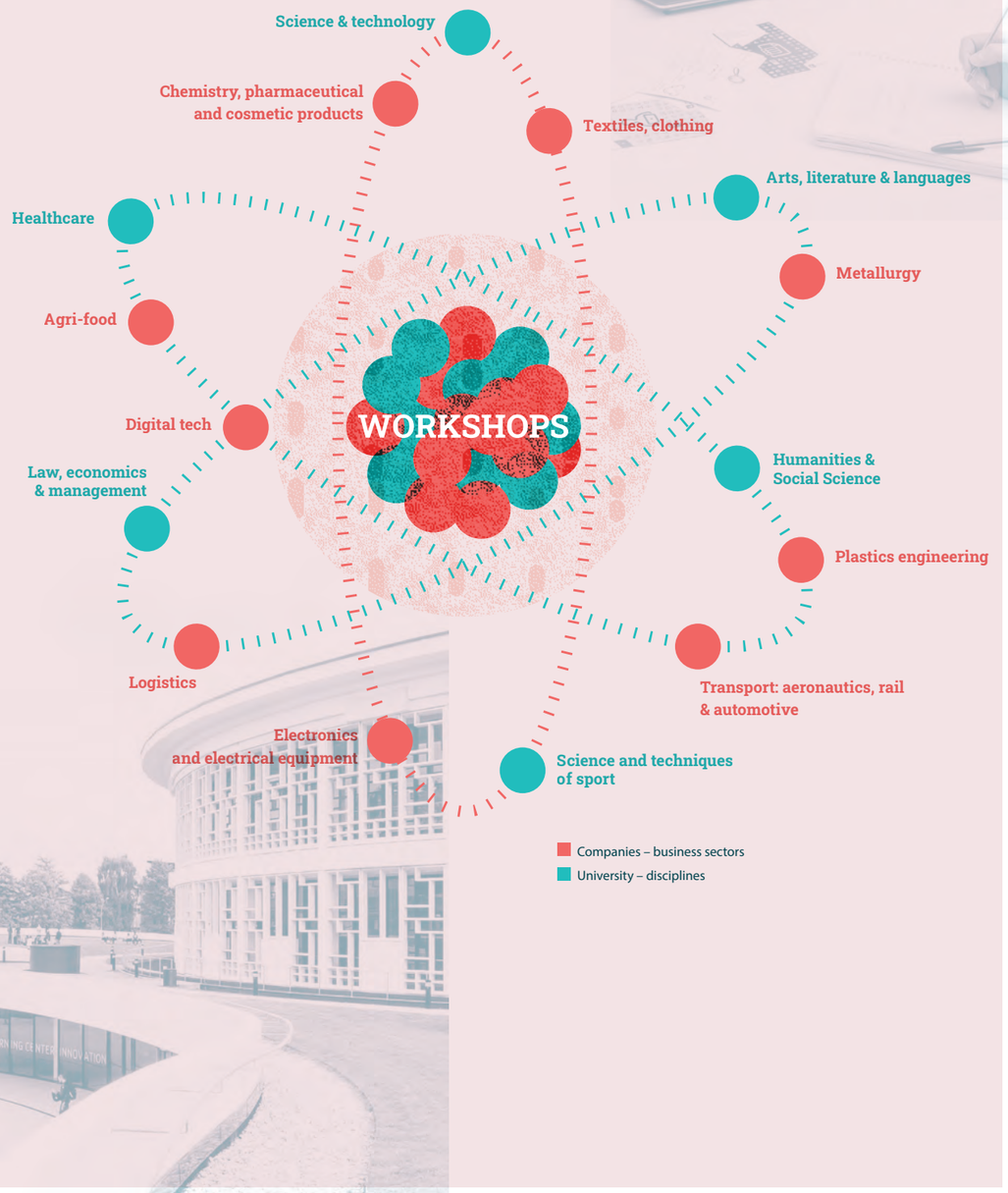
Several major firms in the region (COFIDIS, EDF, ENEDIS) have chosen LILLIAD for events such as Hackathons or to sign iconic partnerships with laboratories at the University of Lille.

Several events organised by specialised research bodies such as Alliance HumAIn (regional research on artificial intelligence) and the INTERREG INCASE steering committee have also been held there, as well as several theme-specific events organised by competitiveness and excellence clusters for their members (e.g. TEAM2, I-TRANS, CD2E, CERTIA Interface).

Not to mention the support for the social & solidarity economy, an area emphasised in 2019 with the presence of the European Metropolis of Lille (MEL) at LILLIAD (sitting on 7 February, citizens debate, and partnership agreement signed with the University of Lille), and the *Chambre Régionale ESS Hauts-de-France* (3rd "social impact" meeting).

LILLIAD has become a key player in the University of Lille's ecosystem of partners

Tailored workshops targeting industrial challenges and the objectives of researchers



Major projects

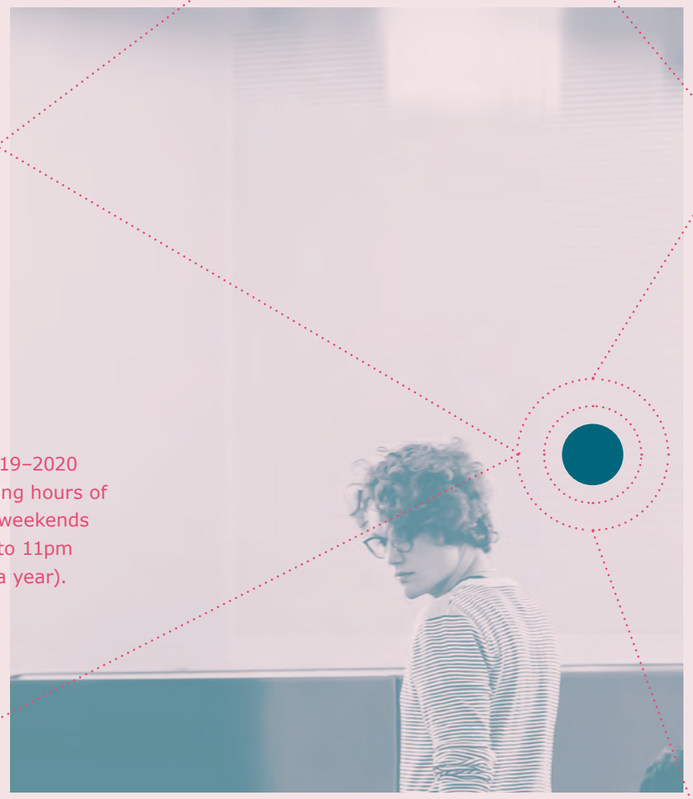
in 2020

New website

Objective: highlight the ambition of the University libraries, their strategy and international dimension, strengthen their reputation and promote their projects.

Open science passport: practical guide for doctoral researchers.

National project funded by the MESRI and run by the University of Lille and the open science committee.



Libanswers

New tool to manage the questions & answers service UBIB. Libanswers will in time lead to the installation of a digital one-stop service for each establishment in the network.

Pépite platform

Launch of a platform for the submission and dissemination of theses and university research for all of the University of Lille.

Extended opening hours at the Healthcare library

Under the call for proposals as part of the 2019–2020 Bibliothèques Ouvertes plan (PBO), the opening hours of the Healthcare library in the evening and on weekends are to be extended (101 hours per week, up to 11pm midweek and 10pm on weekends, 35 weeks a year).

New university library organisation chart

From September 2020, the new organisation chart for the university libraries marks the outcome of the merger process which began in January 2018.

Launch of Xperium's season 4

"Kaleidoscope! Images across the sciences": a revised season to celebrate Lille's status as 2020 World Design Capital.

ABES Tour: reflecting on the future of higher education and research libraries

The libraries and Learning Center will be hosting the ABES Tour, a programme of visits and exchanges between the bibliographic agency of higher education (ABES) and the University's establishments.

Key indicators

2015 - 2019

	2015	2016	2017	2018	2019
Number of full-time staff (excl. student monitors)	180	192*	194	191	191
Seated capacity	2,626	3,505	3,533	3,533	3,533
Budget in € (excl. payroll for permanent positions)	4,988,845	8,113,691**	5,845,323	5,183,932	5,254,896
Number of entries	1,774,920	1,787,747	2,148,086	2,169,603	2,262,480
Number of visitors to website	1,150,714	953,922	823,588	542,700	969,200
Number of hours open per week in normal period (average)	59	61	67	68	68
Number of hours open annually (average)	2,429	2,758	2,878	3,062	2,787
Number of days open annually (average)	242	255	262	260	251
Number of documents printed (excl. periodicals)	1,058,826	1,097,447	1,096,315	1,072,961	1,030,422
Number of printed documents loaned	317,961	329,129	317,873	302,010	260,774
Number of consultations of electronic documents	4,142,578	4,044,364	3,916,405	6,184,868	9,434,532
Number of digitised pages available for consultation in digital libraries IRIS and NORDNUM	1,048,294	1,069,881	1,147,396	1,196,068	1,226,718
Number of pages digitised by the ANRT	-	-	-	-	152,138
Number of users trained	10,218	11,045	12,562	16,791	18,034
Number of events hosted or organised by university libraries	105	116	442	399	417
Number of visitors to Xperium Lilliad	2,165	2,229	2,874	3,457	3,505
Number of articles flagged in LillOA	-	-	-	-	821
Number of research projects given tailored support	-	-	-	17	48

*The increase in the number of full-time staff is due to the libraries integrated into Lilliad (collections and staff).
**These figures include the budget for Lilliad's first-time equipment purchases, which explains the unusually high amount.
- not relevant or information unavailable

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Graphic design Studio Corpus
Printed June 2020 - Imprimerie l'Artésienne
Photo credits : University of Lille - Atmosphère.
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