



LIBRARY COMMITTEE

Monday 4 November 2013

MINUTES

PRESENT:

Professor David Price (Chair)
Dr Paul Ayris
Dr Steven Bloch (vice Dr Julie Evans)
Mr Keir Gallagher
Dr Kenth Gustafsson
Ms Caroline Hibbs
Mr Rex Knight
Professor Axel Körner
Professor Jean McEwan
Dr Hilary Richards
Professor Philip Schofield
Professor Anthony Smith
Mr Ben Towse
Professor Laura Vaughan (vice Professor Adrian Forty)
Dr Andrew Wills

In attendance:

Mr Gary Hawes (Secretary); Mr Ben Meunier.

Apologies for absence were received from Professor Simon Dixon, Dr Caroline Essex, Dr Julie Evans, Mr Marco Federighi and Professor Adrian Forty.

Key to abbreviations

CALT	Centre for the Advancement of Learning and Teaching
FLCs	Faculty Library Committees
HEIs	Higher education institutions
JISC	Joint Information Systems Committee
KPI	Key performance indicators
LC	Library Committee
NSS	National Student Survey
RCUK	Research Councils UK
SAS	School of Advanced Studies
SHL	Senate House Library
SMT	Senior Management Team
StARS	Student Academic Representatives
UoL	University of London

1 CONSTITUTION AND 2013-14 MEMBERSHIP; TERMS OF REFERENCE

Received:

- 1.1 The constitution and 2013-14 membership and terms of reference of LC at LC 1-01 13-14).

2 MINUTES OF 1 JULY 2013 MEETING

Confirmed:

- 2.1 The Minutes of the previous meeting of LC held on 1 July 2013 [*LC Mins.31-38*].

3 MATTERS ARISING

[see also Minute 4 below]

3A KPIs for book supply

[LC Min 32A, 1.7.13]

Received:

- 3A.1 A note at LC 1-02 13-14 outlining the steps that were being implemented to expedite the delivery of books to the Library shelves, along with the metrics that had been designed in support of this objective.

Reported:

- 3A.2 Information previously shared with LC had indicated that Stage 2 of the book acquisition process (*ie* from receipt to the shelves) could be improved. In the long term, a move to purchasing ‘shelf-ready’ books would reduce Stage 2 of the process to the time necessary to shelve incoming books, and this would be piloted in the Cruciform Hub, scheduled to open in the Spring 2014. In the short term, however, it had been determined that a move to classifying books at the point of order would accelerate their progress through Stage 2.
- 3A.3 Metrics that had been established to underpin the strategy to expedite Stage 2 of the acquisition process were included at LC 1-02 13-14 and would be reported monthly to the UCL Library Services SMT. Six-monthly data on overall performance in the delivery of books to the Library shelves would also be reported to LC.

RESOLVED:

- 3A.4 That the metrics set out LC 1-02 13-14 be expanded to include a monthly report on the number of titles that had been successfully catalogued.

ACTION: Dr Paul Ayris (to note)

4 REPORT FROM THE DIRECTOR OF UCL LIBRARY SERVICES

[LC Mins 32B,32E,33,34.2 1.7.13]

Received:

- 4.1 The report at LC 1-03 (13-14), introduced by the Director of UCL Library Services.

Reported:

- 4.2 The Director of UCL Library Services drew attention to the following in particular:
- 4.2.1 While the 2013 NSS results had been disappointing for UCL overall, the 90% satisfaction score with UCL's Library and Information Resources was the highest score achieved by UCL in any of the top-level aggregation of responses to the 23 questions in the NSS. In the two academic departments where library satisfaction rates had been below 80% (Computer Science and Civil, Environment & Geomatic Engineering), Library Services colleagues would be taking action to analyse the detailed comments of NSS respondents to identify possible remedial action to improve these scores.
- 4.2.2 In October 2013, the Graduate Hub, a new study and recreational space for all UCL graduate students, had opened in the South Wing basement opposite the Print Room Café. Facilities included a seminar room for group discussion and presentations, a breakout space with integrated kitchenette, printing and scanning facilities, and a revamped common room. From Spring 2014, the space would be further extended with a suite of individual study carrels.
- 4.2.3 The Whittington Health Library, based at the Whittington Hospital's Highgate Wing offering a comprehensive and modern library service to NHS staff from Whittington Health, and Camden and Islington NHS Foundation Trust as well as to students on hospital placements, had replaced the former Archway Healthcare Library at the Whittington campus.
- 4.2.4 Two new working groups of LC had been established: the UCL Library Services Estates Development Working Group, chaired by the Vice-Provost (Research), to oversee the development and implementation of the UCL Masterplan in UCL Library Services; and the Bibliometrics Working Group, chaired by the Director of Library Services on behalf of the Vice-Provost (Research) to oversee the use of bibliometrics to support UCL's research activity and to identify new metrics (altmetrics) which would support UCL research dissemination and help to measure impact.
- 4.2.5 Funding had been identified for a one-year pilot from October 2014-July 2015 around enabling NHS access to HE research e-journals, in line with one of the recommendations of the Finch Report. In liaison with JISC Collections, an Invitation to Tender for publishers to tender content has been issued.

Discussion:

- 4.3 It was noted that it would be useful for Library Services colleagues to seek also to consult with the StARS in the two academic departments where NSS library satisfaction rates had been below 80%.
- 4.4 While the opening of the new Graduate Hub had been publicised by way of an email communication to all UCL postgraduate students from the UCL Graduate School, some members of LC noted that Library Services colleagues might also wish to consider improving the local signage indicating the location of the Graduate Hub.
- 4.5 While some members of LC noted that the 9am-5pm opening hours for the new Whittington Health Library were not particularly student friendly, no complaints around access to the Library had been received by Library Services colleagues. Moreover, it was noted that any case for extending the opening hours for this library site would represent a funding issue that would need to be supported by a business plan.

- 4.6 Some members of LC queried some aspects of the timetable for the one-year pilot around enabling NHS access to HE research e-journals that was set out LC 1-03 (13-14).

RESOLVED:

- 4.7 That the Director of UCL Library Services take note of the points raised during discussion at Minutes 4.3-4.4 above.

ACTION: Dr Paul Ayris

- 4.8 That the Director of UCL Library Services check the timetable for the one-year pilot around enabling NHS access to HE research e-journals (a revised timetable is issued with these Minutes at LC 1-10 (13-14)).

ACTION: Dr Paul Ayris

5 LIBRARY REORGANISATION IN THE UNIVERSITY OF LONDON

Received:

- 5.1 An oral report by the Director of UCL Library Services along with relevant background information at LC 1-04 (13-14).

Reported:

- 5.2 The diagram at LC 1-04 (13-14) gave an indication of the reorganisation of the management structure of the SHL and SAS libraries and the realignment of reporting roles and responsibilities.

Discussion:

- 5.3 Members of LC drew attention to the absence of any formal representation on the UoL Libraries Committee for any of the HEIs that were stakeholders in the SHL and SAS libraries. UCL had itself made representations to the UoL in the context of the latter's review of its governance structures about the fact that it was not formally represented on the UoL Libraries Committee, despite paying the highest subscription costs of any of the HEI constituent stakeholders.
- 5.4 The Director of UCL Library Services would shortly be meeting with the Acting Director of Senate House Libraries, Mary Nixon, with a view to discussing plans for taking forward the UCL-Institute of Education joint mapping exercise aimed at assessing the impact of the SHL's withdrawal from collecting in the social sciences. He proposed to use this meeting as an opportunity to raise some of the concerns around UCL's lack of formal representation that had been raised, and would report back to LC's next scheduled meeting.

6 IMPLEMENTATION OF THE LIBRARY STRATEGY 2011-14: UPDATE ON PROGRESS

Received:

- 6.1 The report at LC 1-05 (13-14), introduced by the Director of UCL Library Services.

Reported:

- 6.2 The report at LC 1-05 (13-14) provided a summary analysis of the Library's performance to date in implementing each of the 26 actions outlined in the Library's Operational Plan for 2013-14 for the Library Strategy 2011-14.
- 6.3 Among the challenges for the next quarter were:
- meeting the target set by the RCUK of making 555 UCL-authored RCUK-funded research papers Open Access in the period April 2012-March 2013. After six months, only 30% of this target had been reached;
 - responding to the findings of the 2013 Libqual+ general survey of library users that neither staff nor student expectations in relation to Library opening hours were being met, by taking forward the work of establishing a user satisfaction target for Library opening hours, identifying appropriate improvement targets and implementing qualitative and quantitative measures by which to monitor them.

Discussion:

- 6.4 It was suggested that the need to improve the level of UCL's compliance with the RCUK open access policy should be highlighted at Heads of Department meetings, with the instruction for Deans and Heads of Department to cascade this message down to UCL research staff. In the meantime, some members of LC noted that some colleagues had reported usability issues around the RPS interface, and suggested that it would be helpful if there was a named contact person for staff to consult if they had any queries.
- 6.5 In relation to the issue of Library opening hours, it was agreed that it would be helpful in terms of informing future Library Services development bids for extended library opening hours to establish whether the priority for student users was for:
- 24-hour opening across all of the Library's sites, or
 - 24-hour/extended opening hours for specific Library sites at key points in the session.
- 6.6 It was further agreed in relation to Library opening hours that:
- It would be helpful for details of the current distribution of UCL library sites and current opening hours across each of these to be made available [*Secretary's Note: see the information at <http://www.ucl.ac.uk/library/opening.shtml>];*
 - A note by the UCL Director of Library Services outlining the current position with regard to library site opening hours and exploring the possible different options for extending these would assist with giving consideration to priorities for the purpose of informing future Library Services development bids;
 - Future development bids relating to extended Library opening hours should aim to take account of user footfall across each of the library sites throughout the session.
- 6.7 The following other points were noted during discussion:
- It would be helpful as a means of helping LC members to assess the digitisation needs of their own departments to receive at LC's next scheduled meeting a summary of the findings of the UCL Records Office pilot exercise involving the Bartlett and Finance & Business Affairs, that would be aimed at informing the change of focus of the UCL Records Office to develop a digital, rather than a paper-based, service;

- UCL Press might also be developed for the dissemination of teaching outputs. To this end, the UCL Press Publishing Officer might speak to colleagues in CALT with a view to exploring this option.

RESOLVED:

- 6.8 That the Director of UCL Library Services take note of the points raised in discussion at Minutes 6.4-6.7 above in.

ACTION: Dr Paul Ayris

7 EXTENDING UCL LIBRARY SERVICES' BIOMEDICAL AND HEALTHCARE SERVICE TO UCLPARTNERS

Received:

- 7.1 The report at LC 1-06 (13-14), introduced by the Director of UCL Library Services.

Reported:

- 7.2 The possible acquisition of Barnet and Chase Farm NHS Trust by the Royal Free London NHS Foundation Trust offered an opportunity to test some of the principles around extending UCL Library Services biomedical and healthcare services beyond the current range of provision. Should this acquisition be confirmed, a pilot benchmarking exercise was proposed to demonstrate and cost the benefit of extending service provision from UCL Library Services to the Trust with a view to inform considerations around extending services to UCL's other HE Partners. A report on progress would be provided to Library Committee as significant milestones were reached.

8 UCL DIGITISATION POLICY

Received:

- 8.1 The draft UCL Digitisation Policy at LC 1-07 (13-14).

RESOLVED:

- 8.2 That the draft policy at LC 1-07 (13-14) be approved.

9 LIBRARY COMMITTEE ANNUAL REPORT 2012-13

Received:

- 9.1 At LC 1-08 (13-14), the LC Annual Report 2012-13.

10 REPORTS FROM WORKING GROUPS

Noted:

- 10.1 Since the previous meeting of LC, the LC officers had received the Minutes of the following working groups that report to LC*¹:

UCL Publications Board (15 July 2013)

11 MINUTES OF FACULTY LIBRARY COMMITTEES

Noted:

- 11.1 Since the previous meeting of LC, the LC officers had received the Minutes of the following FLCs*:

Laws (20 March 2013)

Mathematical and Physical Sciences (29 April 2013)

12 LIBRARY SERVICES PROJECTS REPORT

Received:

- 12.1 The report at [LC 1-09 \(13-14\)](#).

Reported:

- 12.2 The Director of UCL Library Services reported that funding had now been identified for the project relating to the introduction of self-service lending facilities using RFID in the UCL Main Library. Implementation of this was planned for the summer of 2014.

13 DATES OF NEXT MEETINGS

Noted:

- 13.1 The next meetings of LC are scheduled as follows:

Monday 17 March 2014, 2-4pm, Ground floor meeting room, 2 Taviton Street

Monday 9 June 2014, 2-4pm, Ground floor meeting room, 2 Taviton Street

GARY HAWES

Senior Academic Support Officer

Academic Support

Registry and Academic Services

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5 March 2014

*¹ Copies of the Minutes were not circulated with the Agenda but were available electronically via the LC SharePoint site at <https://sharepoint.adm.ucl.ac.uk/sites/lcs/Shared%20Documents/Forms/AllItems.aspx> as well as in hard copy on request to the LC Secretary.