Library Committee

Monday 4th November 2019, 14.00 to 15.30

Minutes

Present Members:

Professor Anthony Smith (Chair)

Dr Paul Ayris

Mr Martin Moyle

Dr Rachel Rees

Dr Richard Freeman

Professor Diane Koenker

Mr Zak Liddell

Professor Vivek Mudera

Dr James McCafferty

Dr Harriet Shannon

Dr Simon Banks

Apologies:

Mr Benjamin Meunier

Mr Jim Onyemenam

Dr Hazel Smith

Part I: Preliminary Business

1.   Terms of reference, constitution and membership (1-01)

1.1.   Library Committee (LC) reviewed its terms of reference, constitution and
        membership for 2019-20. It was agreed to remove the Vice-Provost
        (Operations) post from the constitution and membership.

2. **Minutes (1-02)**

2.1. The Library Committee approved the minutes of the meeting held on Tuesday 14th May 2019.

3. **Matters Arising**

3.1. **Update on the conversation with Professor Deborah Gill regarding study spaces**

The Director of the Medical School was very supportive of the importance of Library Services being involved in decisions regarding study spaces at the Royal Free Campus. Meetings with design consultants to understand how to deliver an enhanced learning experience for students at the Royal Free campus were currently being arranged. The Director of Operations agreed to give the committee updates as and when they come up.

3.2. **How UCL could better use Special Collections for outreach**

Dr Ayris updated the committee that he would raise the question of how Special Collections could be better utilised at the next Cultural Heritage Museums subcommittee meeting, as Paul has recently become the Chair of the Sub-Committee on Public Engagement.

3.3. **Update on discussion with Pro-Vice-Provost about textbooks with IOE relating to open access**

Colleagues in the UCL Press team were continuing to encourage progression in discussions around open access textbooks.

Part II: Strategic Items for Discussion

4. **Report from the Pro-Vice-Provost (UCL Library Services) (1-03)**

4.1. There were six key performance areas (KPA) used as part of the Library's strategy to meet the UCL 2034 goals. The Library's KPAs are: user experience; staff, equality, diversity and inclusion; finance and management information; systems, collections and processes; sustainable estate; communication, outreach and Open Science.

4.2. The report included a comparison of UCL Library Services against other national library

b. There has been a 1.9% increase in overall levels of satisfaction. However this is 2% behind the sector benchmark.

c. There are no significant changes across the demographics except that UCL have had a particularly weak score from part-time students at 63.6%, however only 11 part-time students contributed. The comments do not reflect anything part-time specific and UCL was scored at 100 in 18. For UCL Laws, the scores had increased by over 16.6%; for the Institute of Education,2 841.92 reW*ṅBT/F1 12 Tf1 0 0 1 133.22 593.14 Tm0 g0 G(Ed)3(uca7 reW

but in reality there are a significantly smaller number of students in some departments than others.

c. It would be useful moving forward to work with student course representatives to understand what their expectations of the Library are, how space is being used and what sort of study spaces there is an expectation for. There have been conversations about this with departments and it is not only the Library's responsibility. It is important to understand the student expectations for the Library since the nature of library usage has changed.

d. When speaking with students, two main comments prevailed, first about the limited availability of textbooks in some subjects, and second around learning spaces. The question in the NSS must be examined too; if students were asked 'are you happy with library resources?', it is likely there would be significantly different answers. Focusing the question on learning spaces may skew answers towards space issues.

e. Engineering and the Sciences required more group work than in other departments. Therefore a resources issue related to space has been identified, which together with lack of space in the department itself is highly likely to result in negative student feedback. Anthropology was an interesting scenario because that department was known for its high satisfaction scores, yet that had dropped; it might be worth investigating what had caused this. It could be worth creating focus groups.

f. It would be better to create some sort of focus group or have a plat5.48 Tm better to

students' perspective when completing the surveys. UCL Library Services was planning a significant reorganisation of the Science Library and would be well advised to think about the balance between quiet and collaborative working space. There were lessons to be learned from the Student Centre. Other surveys could also add value and these should not be disregarded.

Part III: Other Business for Approval or Information

6.   Overview of library usage 2018/19 (1-05)

6.1.   There were three systems which together could give a picture of library usage: the library management system, upgraded last year; the Gallagher security system, which had been installed in more than half of UCL's libraries; and finally Occupeye, which measures seat occupancy.

6.2.   In 18/19 the Library experienced 4,811,204 visits, 771,627 of which were in the Student Centre which opened only in February. This information had been gathered through turnstile counts. The activity on the ground floor, in the foyers, exhibition centres, passing traffic, and buildings that do not have these systems had not been included in the totals. The hard desks had been fitted with sensors to gauge when they are in use. The Student Centre had by far the busiest library service occupancy space in UCL.

6.3.   There is 71% average occupancy at the Student Centre. The Bartlett is also well used, which may be a result of it being in close proximity to the Student Centre. When the Student Centre opened, it significantly relieved pressure on student study space elsewhere, and

a. A very important part of why physical loans were declining concerned the prevalence of digital resources.

b. The way students work is reflected in their expectations and feedback. The role of libraries has changed and it has become less about borrowing books and more about providing a safe and comfortable study environment for students. Therefore, UCL is attempting to deliver a new model with provision based on this new concept. There had

9. **UCL Library Committee Annual Report 2018   19 (1-08)**

The annual report to Academic Board was approved subject to the creation of a table to encapsulate the Library's work over the last 12 months.

10. **Reports from Working Groups (1-09)**

10.1. Dr Ayris updated the committee on the work of the Bibliometrics Working Group. The Working Group has developed a policy that will work in an Open Science landscape. A draft policy went out for consultation to every department in UCL. All departments at UCL were invited to comment on it and feedback was included in policy revisions. The policy would be presented to the Academic Committee to be ratified and signed off in 2020.

11. **Reports from Faculty Library Committees (1-10)**

11.1. List of reports from Faculty Library Committees and Faculty-level committees:

a. Arts and Humanities and Social and Historical Sciences Joint Faculty Library Committee – 20 March 2018 and 6 June 2018;

b. Built Environment Faculty Library Committee – 22 November 2018 and 7 February 2019;

c. Built Environment Faculty Research Degrees Committee – 18 November 2018;

d. Built Environment Faculty Teaching Committee – 26 November 2018 and 10 July 2019;

e. Engineering Sciences Faculty Research Degrees Committee – 17 October 2018, 20 March 2019 and 12 June 2019;

f. Engineering Sciences Faculty Teaching Committee – 28 November 2018, 20 February 2019 and 15 May 2019;

g. Faculty of Laws Library Committee – 7 March 2019 and 23 May 2019;

h. Mathematical and Physical Sciences – 4 December 2018;

i. Medical Science Faculty Teaching Committee – 25th June 2018, 15 and 17 November 2018 and 12 February 2019

j. Medical Science Faculty Teaching Committee (ASER) – 25th February 2019;

k. Publications and Press Board Minutes – 11 March 2019.