Unconfirmed Minutes of the meeting of the Library Users Advisory Group held on 4th March 2015

Present: Professor Rosie Meek (Chair), Dr Giacomo Benedetto, Alex Clarke, Dr Enrique Lopez-Juez, Ammar Nasir, Nigel Rata, Dr Alex Reppel, John Tuck, Amy Warner

With: Russell Burke (LUAG Secretary)

Apologies: Matthew Brooke, Paul Geerligs. Chris Howorth, Hally Nguyen, Sammy Massiah, Emma Peagam, Helen Rowland

1. **APOLOGIES**

RM noted apologies from the members above who could not attend.

1. **MINUTES**

The minutes of the meeting held on 5th November 2014 were confirmed as an accurate record.

1. **MATTERS ARISING**

13/010 (PGT focus groups):JT asked the Group if it would be a good idea to run PG focus groups on issues that focus on Library Service and the New Library build, rather than wider Professional Services issues. AC advised that it would be better to be more focussed and stated that if there are any focus groups, then there need to be follow-up sessions targeting the same issues rather than a ‘one-off’ meeting. JT advised that he would speak to Barry Langford as a follow-up to an earlier focus group on PGR issues around the new library (e.g. with reference to a review of furniture for the PGR only area). AC agreed with this.
**ACTION: JT to contact Barry Langford re possible PGR focus group. 14/010**

13/013 NR advised that he and JT had discussed the issue of the PC availability screens and had agreed that the issue is as much about how the students use the screens than just about the number of screens on campus. NR proposed that the action be refocused and added to the next agenda with a call for advice and feedback from other students. **ACTION: NR 14/011**

14/004 (Senate House Library - SHL - promotion) AW advised that this issue had been taken up by the Library Marketing Group and that a number of pieces of promotion will be included in the student e-Zine. RB advised that the Library’s Liaison Team had discussed this issue and was promoting SHL in training sessions and through direct advocacy with Departments, staff and students. RB also pointed out that the Liaison Team would be meeting with the SHL subject librarians in early April to discuss how best to work together on providing user support for SHL services and collections. RB to report back to LUAG at the May meeting. **ACTION RB 14/012**

14/006 (promotion of Library support for PGRs): RB reported that Emma Woods had raised this issue with the Liaison Team with a view to wider promotion of events and services such as Shut Up & Write and 1 to 1 support for dissertations and research. There had been a poster campaign backed up by tweets and Facebook posts, as well as direct promotion in training sessions.

14/007 (online tutorials for IT support):NR advised that work is ongoing to determine the load on resources and associated costs. **ACTION: NR to provide progress report at May LUAG**

All other actions were completed or appear elsewhere on the agenda.

1. **LIBRARY USERS ADVISORY GROUP: PROPOSALS FOR REVISED MEMBERSHIP & REMIT**

Further to the July 2014 Periodic Departmental Review of the Library and the discussion at the November 2014 LUAG meeting, JT had drafted a paper outlining proposals for revised membership and remit for LUAG. He drew the Group’s attention to the more Faculty-based approach including student representatives (three from each Faculty ) and the reduction to two rather than three academic members for each Faculty, plus the inclusion of the Director of Facilities Management and the Director of Finance (or their nominees) as ex officio members. AC felt that it was ambitious but achievable and that detaching Student representation form purely being Students’ Union based was a good idea. The Group also discussed the more explicit reporting lines and the tie-in of Archives and the Art Collections to College teaching and learning strategies.

AR raised the issue of reporting on LUAG issues to strategic Departmental meetings and Boards. RM suggested using a cut down list of key issues that were suitable to be raised at Departmental meetings. RB suggested creating a summary document based on the minutes of the meetings, and that the key issues to be reported should be agreed at the end of each LUAG meeting. **ACTION: RB to send out list of agreed key issues along with the minutes of the meeting and actions list to all LUAG members (once they have been approved by the Chair) - 14/013**

RM and the Group agreed that the proposals provided a more structured and representative approach to the LUAG membership and remit and gave approval for it to be taken forward to LTQC and other relevant bodies. **ACTION: JT to take the new LUAG membership structure & remit to LTQC - 14/014**

1. **LIBRARY AND STUDENT SERVICES CENTRE: PROGRESS REPORT**

JT summarised the paper and highlighted key issues for the Group. The plans for Stage E are scheduled to be signed off at the 30th March 2015 Project Board meeting, with an expected completion date of April 2017. JT advised that user engagement will continue through the lifetime of the project.

GB asked about the transition of services and any potential disruption to existing services. JT advised that all planning is based around minimal disruption to users and that the Library will continue to make enhancement to existing services where possible. JT also advised that it is part of the brief for the contractors to ensure that noise and access disruption are kept to a minimum across campus.

GB asked if the move was planned to start in April 2017 or would it be completed by then. JT advised that the study spaces may be available to students from April 2017, but the full opening with all services and collection in place is likely to be from September 2017.

JT also stated that there are rigorous processes in place for contractor selection and that material will not be moved before or during exams to ensure minimal disruption during this important part of term.

AC asked if Bedford Library will close in September 2017. JT advised that Bedford Library will close over summer 2017 once all collections and services are in the new Library. JT advised that he would try to find out more about the plans for future use of the Bedford Library space. **ACTION JT – 14/015**

RM advised that Rob Kemp (Deputy Principal) is very much aware of user issues during this project.

1. **LIBRARIAN’S REPORT**

JT ran through the key areas of the report. Library@ (the new name for Space to Study) will be running again this year and will be clearly signposted and promoted well ahead of the rooms becoming available. There will also be signs and promotion highlighting the code of conduct and the rooms will be monitored by library staff.

AW highlighted the two new members of staff who will support the preparation and compliance for the next REF and Open Access issues. AW will ensure staff are aware of the new staff and the contact details for research support, Pure, OA etc. **ACTION AW** **– 14/016**

AW also advised that the new Library Management System has been approved subject to clarification of some contract details.

AC asked if there was a timescale relating to the recording of lectures. JT advised that the Library had been tasked by the Learning Teaching and Quality Committee (LTQC) to draw up a policy and guidance for copyright and ethical use with regard to lecture capture but this does not relate to whether or not all lectures should or must be recorded. JT advised that he would bring the policy and LTQC’s comments back to the next LUAG meeting. **ACTION JT – 14/017**

With regard to an application to Research Libraries UK (RLUK), supported by the Principal, EL-J asked if the RLUK bid would provide more online access to material for Royal Holloway. JT advised that this was not an online content bid but an opportunity to be part of a high quality network of experts and research libraries (mainly Russell Group) looking at supporting research and researchers, and that it would be a good lobbying body on behalf of its members.

1. **PLANNING FOR 2015-16: A SUMMARY OF PRIORITIES**

JT presented the summary paper to the Group. AC asked if we utilise students’ input into our planning processes. RB advised that the Library encourages students to make suggestions on new items for our collections and receives a large volume of book requests and purchases ebooks based on students’ suggestions. The Library also harvests feedback via Staff-Student Committees, library skills training sessions and through focus groups on general, Departmental and service specific issues. RB advised that he would be happy to work with AC and MB on how this can be taken forward, looking at best methods for gathering student feedback from the student perspective. JT referred to the thorough analysis of feedback from student surveys, e.g. NSS, Student Barometer etc and how this influences decision making to meet student needs. **ACTION MB, RB & AC – 14/018**

JT asked if the Group had any questions on the Periodic Departmental Review action plan, specific aspects of which had been included in the 2015/16 planning round submission. The Group expressed satisfaction at the findings and the proposed ways forward.

1. **ARCHIVES AND ART COLLECTIONS: TEACHING AND LEARNING, ACCREDITATION AND ART COLLECTIONS ANNUAL REPORT**

JT highlighted Laura MacCulloch’s annual report as College Curator and the work of the Picture Gallery Project Group to update the gallery to protect the College’s important and valuable art collections and ensure that the space can still be used for College purposes and functions as appropriate.

JT encouraged everyone to feed back to their Department cohorts that they should encourage them to contact Laura MacCulloch if they want to engage with the art collections in their teaching and research. **ACTION: ALL to pass on the contact details for LM to their colleagues: email Laura.MacCulloch@rhul.ac.uk – 14/019**

AR asked who was marketing the collections. JT advised that, coming from the PDR findings, Archives and Art Collections will be developing their own micro websites linked from the Library website. AR advised that Dr Derrick Chong runs an Arts Marketing MA, and that it might be useful for Laura MacCulloch to liaise with him. **ACTION RB to pass on DCs contact details to LM – 14/020**

In relation to Archives, JT drew attention to the Wellcome-funded Bedford College Nursing Project and the work relating to the Science Festival and Magna Carta.

1. **LIBRARY SERVICES ENGAGEMENT WITH PGTs AND PGRs**

JT summarised the findings of two recent reports relating to Library engagement with PGR and PGT students. AC asked if these had been sent out to all PGs and if there was a master email list for all PGRs as this could be useful for promotion and engagement.

JT advised that he would check to see how far the reports had been disseminated. **ACTION JT** **– 14/021**

AC advised that it needs to be a much more dynamic document if it is to catch the eye of readers, and that it needs to be followed up by meetings with PGs and better marketing. AC suggested that the Library provides a better service and more opportunities for PGRs than it does for PGTs. JT advised that in terms of study space PGT provision needs to be looked at across the College as a whole in which context AC asked that if PGT work is research focussed (e.g. during dissertation research and write-up phases) then could PGR only spaces be opened up to PGTs?

AR advised that a key issue for service provision is that PGTs are usually only with us for 1 year, so there needs to be a more strategic approach to ensure that they get good and relevant service provision from the very outset of their time at Royal Holloway. This was particularly the case for the large numbers of International PGTs who need additional support from various areas of the College and for those whose registration may be late, leading to adverse impact further down the line. AR advised that the College needs to keep being reminded of this need. RB suggested that we need to focus on PGTs in the way we do for all new UGs. JT advised that this is a key service area that will be taken forward by the Library. **ACTION: JT to discuss with Library Managers on a strategy for developing services and communication for PGs and report back to LUAG – 14/022**

1. **READING LISTS UPDATE PAPER**

RB presented the paper to the Group. JT advised that the introduction of the Reading List System and service and its population with lists and reading is a top priority for the Library. AR asked about purchasing ratios. RB advised that these are standardised within the system as agreed ratios (e.g. 1 copy of an essential text per 8 students) but can be amended on a course by course basis as needed.

RB advised that he would provide a live demonstration at the next LUAG meeting of how the Reading List System works and how the interface will look to lecturers and students. **ACTION RB – 14/023**

1. **USER ISSUES**

One user issue was raised. PG had emailed RB with an issue from a Philosophy student: that students had been advised that if a book is not in the Library then they need to advise the Library of this and that it is not a lecturer’s job to let the Library know about books on their reading lists. RB advised that he would ask Emma Woods, the Information Consultant for Philosophy to liaise with GB as there may have been a miscommunication somewhere along the line. All lecturers should be check Library holdings for anything that they add to their own reading list and then inform the Library if copies need to be purchased in order to make sure that the students will have access to it. **ACTION: RB to inform EW of this issue – 14/024**

1. **ANY OTHER BUSINESS**

AR reported that the trial of types of furniture for the new Library was well received by students. JT thanked AR for this and encouraged all Group members to ask staff and students to provide feedback.

1. **DATES OF NEXT MEETING**

**PLEASE NOTE NEW DATE:** Weds 27th May 2015, Room TBC

Russell Burke

LUAG Secretary, March 2015