LUAG/15/01

Library Users’ Advisory Group

4 November 2015

Re: Minutes of LUAG meeting 27 May 2015

To confirm

Unconfirmed Minutes of the meeting of the Library Users Advisory Group held on 27th May 2015

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

With: Russell Burke (LUAG Secretary), Kate Arnold (Library - guest speaker)

Apologies: Paul Geerligs. Chris Howorth, Ammar Nasir, Hally Nguyen, Emma Peagam, Dr Alex Reppel, Helen Rowland.

1. **APOLOGIES**

RM noted apologies from the members above who could not attend and welcomed Kate Arnold as guest speaker.

1. **MINUTES**

The minutes of the meeting held on 4th March 2015 were confirmed as an accurate record.

1. **MATTERS ARISING**

14/015 (use of library space to be released when new Library is completed): JT advised that there were no fixed plans for the released library spaces as yet, but pointed out that there were no plans for others to move into the space at the same time as the library was vacating the space. JT advised that as part of the overall Estates Plan, Rob Kemp, Deputy Principal, is working on the strategy and plans for any released spaces.

14/016: AW confirmed that the contact details and website information for the new Library Research Support team will be sent out to researchers at the end of June. **ACTION: AW**

14/017 MOOCS: AW advised that 2 sets of guidelines had been sent to LTQC (one on third party content in MOOCs, the other on lecture capture) where one or two amendments were requested. The papers would then go to a MOOC group which includes academic membership and where Rosemary Deem (Vice Principal Education) would be in attendance at a forthcoming meeting. RM asked that once this review had been completed, the guidelines should be disseminated to academic staff **ACTION: JT/AW**

14/018: MB confirmed that he, RB and AC had met to discuss plans for a focussed survey of PGTs and PGRs with regard to their needs for and opinions on Library Services. This will be developed over the summer vacation. **ACTION: MB, RB & AC**

14/021 & 14/022 (PG surveys & service developments): JT advised that this action was subsumed within 14/018 above.

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

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

JT confirmed that planning permission had been approved by Runnymede Borough Council and that College Council had approved release of funding for enabling works. Work on the site was due to begin after the graduation ceremonies and it is expected that progress on the building will be well underway by November this year.

Furniture for the new Library – student consultation: there had been a fantastic response from students and it was agreed that the process was extremely useful. There was a consistency of response relating to comfort and usefulness of the furniture for types of study. JT asked for comments on the report from the members of the Group.

RM asked if this feedback will be used for selecting the furniture. MB advised that the process will be carried out again nearer the deadline for selecting the furniture, and that the process of the initial consultation had proved to be a useful learning experience. RM emphasised the importance of requesting user feedback during periods of major change. NR also agreed that this had been a valuable exercise.

1. User Categories and Loan Periods: Proposed Principles and Changes

AW provided the context of the report in relation to the implementation of the new Library Management System, ALMA, and that this would be a good opportunity to refresh and review the existing loan statuses, user categories and loan allowances, how they relate to the processes of the ALMA system and how relevant they are to our users’ current and future needs.

MB advised the Group that this was an important paper for Library Services in view of the aim to make the student experience easier and the loan statuses more intuitive and relevant to student needs (which is particularly important to international students). MB took the Group though the existing categories which highlighted their complexities, and related these to comments received via past National Student Surveys.

MB then outlined the proposed changes to loan periods, user categories and loan allowances, and the benefits to all user groups (using clearer nomenclature and labels, increasing the number of books for student user groups). MB drew the Group’s attention to two key changes and time frames: a) Short Loan to become 24 Hour Loan over Summer vacation 2015, and b) 3 Day Loan no longer to be used from Summer vacation 2016. MB asked the Group for their feedback.

E L-J asked if there were usage figures for the Short Loan collections. MB advised that there are, and the material is heavily used, but the structure of the existing short loan dual periods causes confusion for a significant number of students.

NR asked whether the lack of rotation of the books from 2 periods per day to one 24 hour period would be unpopular with students. MB advised that usage statistics of the short loan collections will be reviewed over the summer and, where necessary, numbers of copies of heavy use items will be increased. In some cases, 3 Day Loans may be changed to 24 Hour Loans.

AC asked if students are reminded when books are due back and is there a chance that PGRs will hang onto 1 Week and Normal Loans? MB advised that reminder notices will be issued as normal and users will still be able to reserve books that are on loan. However, as part of the promotion to all users of these changes, the use of the reservation function on LibrarySearch will be highlighted.

RM asked for the Group’s approval to sign off the proposed changes. The Group gave its approval which, for ease of future reference, can be summarised as follows:

**User categories and loan allowances will be changed to:**

|  |  |  |  |
| --- | --- | --- | --- |
| Groups | Staff and PGRs | PGTs and UGs | External |
| Allowance | 40 | 25 | 10 |

The benefits:

* Simplifies into three categories.
* Brings reader allowances more into conformity with what each type gets at other institutions by raising them – which will be good news for some groups, without really affecting the actual number of items borrowed (high demand items will still be subject to caps).
* Recognises that the PGTs and UGs are more in competition for the same resources and have similar work practices; and also recognises that Staff and PGRs also have similar needs and work practices.

**Loan periods will be changed to:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 24 hour loan | 1 week loan | 3 week loan | Reference |
| Staff and PGRs | 24 hours | 1 week | 3 weeks (but automatically renewed, so effectively indefinite unless recalled) | Unable to borrow |
| PGTs and UGs | 24 hours | 1 week | 3 weeks | Unable to borrow |
| External | Unable to borrow | 1 week | 3 weeks | Unable to borrow |
| Notes: | Cannot be renewed online or by phone, only in person at Library Help Desk |  |  |  |

Benefits:

* Simplifies down to four statuses
* Clearer names for ‘rolling loan’ and ‘normal loan’ with simpler rules.
* To improve circulation of 24 Hour Loan material it will not be renewable by phone or online, except in person.
* There are good reasons to eliminate Short Loan: it is not well understood, does not give enough time to use the item, and is unpopular with students.
* There are good reasons to eliminate 3 Day Loan: on balance there seem to be more significant disadvantages with it than real advantages. In particular it is of no use to part-time students. Obviously 3 days is a longer time to read a book than 24 hours, but some of these items will become 1 week loans so the reduction in reading time for some items will be counterbalanced by an increase for others.
* Automatic renewal of ‘normal loan’/3 week items for PGRs will be seen as good news by them and fewer fines will be incurred.

This proposal should realise the wider benefits of circulation policies that are easier for users to understand, and easier for Library staff to communicate. Moreover, the system will be simpler and more efficient for Library staff to administrate.

 **Implementation**

The proposal would be implemented in two phases.

* 1. Summer 2015

Items currently on Short Loan status will be changed to 24 Hour Loan for the start of the next Session. The change will be advertised to all Library users in advance of the start of the Autumn Term 2015. The Library will order more copies of these items where possible.

Normal loan (which offered different loan periods depending on user type) will change to 3 Week Loan in readiness for the start of Session 2015/16

When ordering new items, these will no longer be assigned to 3 Day Loan.

* 1. Summer 2016

3 Day loan items will be reassigned to either 24 Hour Loan or 1 Week Loan as appropriate. The change will be advertised to all Library users in advance of the start of the Autumn Term 2016.

**ACTION: MB** to oversee implementation of the agreed changes.

1. **LIBRARIAN’S REPORT**

JT ran through the key areas of the report. A pilot reduced rigidity of working hours policy had been introduced in April 2015 with the support of Human Resources and Simon Higman, Registrar, with the aim of ensuring that our services are more efficient to users as well as benefitting library staff. KA advised that this had resulted in extended coverage of earlier and later hours in the Library offices.

JT reported that there was a very positive response from Library Staff to the College’s Staff Engagement Survey and that Library Management is working with colleagues on improvements to staff facilities and environment, and the level and quality of ‘top down’ communication, plus a focus on change management taking into account the new Library build and the effect this will have on the services that the Library provides.

AW advised that the contract for the new Library Management System had now been awarded and implementation was panned for January 2016.

JT drew attention to the Picture Gallery strategy and its key aim to ensure that the paintings are in the best possible environmental conditions that will also allow the Picture Gallery to be used for other functions. A lighting scheme had been developed and was soon to be taken to the project board, chaired by Rob Kemp.

1. **LIBRARY USAGE 2014-15 & LIBRARY@ UPDATE**

MB provided an update on the usage of the Library through the year and advised on the problems experienced by the Library@ project in relation to using the Bourne Building out of hours and security concerns regarding someone trying to access staff areas. This highlighted the issue of some areas requiring staff supervision if they are to be used as Library@ spaces.

RM advised that students often informally use office space without any problem, and asked if there was any way students could be advised of room availability across campus on a real-time basis during the exam periods. MB advised that this would be an issue for Room Bookings and NR offered to contact someone who is part of the Central Timetabling/Room Bookings project and report back to LUAG. It was noted that this new system may not be in place for 2016 and that, if so, a solution for Library@ 2016 would need to be found. **ACTION: NR**

E L-J believed that the Bourne issue could have been resolved through a supervisory presence and a stronger marketing campaign. JT advised that this would have associated costs and funds would need to be found for this. RM stated that Library@ requires more thought around these issues for 2016. **ACTION: JT/MB to consider options for 2016.**

1. embEDDing Information LITERACY INTO THE CURRICULUM: progress rePort fOr 2014/15 and plans for 2015/16

KA updated the Group on the project and its key aims. The Library Liaison Team now has a range of formats and mechanisms for delivering information literacy (IL) training which is being expanded to 2nd and final year students where possible. Discussions are due to take place with Departments on how best to progress with 2015-16 training needs and planning, with a focus on assessment and feedback. A key challenge will be how best to evaluate the impact of the training and there will be discussions with CEDAS on methodologies for this. A key finding was low attendance at IL sessions where Departments had not made this compulsory. There will also be more collaboration with CEDAS, Careers and IT to ensure an integrated approach to delivering study and student skills training. KA also highlighted the LILAC Conference poster and short paper delivered by Liaison Team staff (Emma Burnett and Kim Coles respectively).

1. Reading lists: update on talis aspirE reading list project, May 2015

RB provided a demonstration of the Talis Aspire Online Reading List system as a follow up to his report on the project at the March 2015 LUAG meeting. RB then offered the floor to questions from the Group:

E L-J asked about the flexibility of the system to handle multi-media content. RB advised that this could easily be incorporated into a list on the system, as it is as much a ‘resource list’ system as well as a traditional ‘reading list’ system.

AC asked about students making notes on the lists. RB advised that the system allows students to make notes on the system for each of the readings on a list. Students can then either view all of their notes in their own personal space, or within the context of the list items.

RM asked about resources for keeping lists up to date. RB advised that lists should, ideally, be managed by academics to ensure that they are kept up to date, but that full training will be provided on a 1 to 1 basis by the Library’s Information Consultants, and that they will also help with setting up new lists where necessary.

The Group agreed that College-wide introduction of the system planned for 2015-16 should go ahead as proposed.

1. draft guidance on the use of third party content in moocS and draft guidance on the recording of lectures

Further to matter arising 14/017 above, the Group did not suggest any amendments to the draft guidance.

1. PERIODIC DEPARTMENTAL REVIEW - update on actions

JT presented the report to the Group. He advised that he had submitted the update on actions to Julia Roberts, Head of Strategic Planning and Change, and to Rob Kemp. He confirmed that Simon Higman had advised that a paper needed to be submitted to PRC for approval of the role of PRC in signing off LUAG actions where there were significant budgetary issues. JT also needed to contact Paul Hogg, Vice Principal, Research, with regard to the reporting line to the Research Committee.

**ACTION: JT to report back to LUAG on these specific LUAG-related matters**.

1. ENHANCING USE AND AWARENESS OF SENATE HOUSE LIBRARY

MB provided an update on a number of service improvements and changes in relation to improving awareness of Senate House Library (SHL), itself a Periodic Departmental Review action. The link to SHL information is now more prominent on the Library website and support pages. SHL services have been covered in Help Desk staff training and the Library is promoting SHL more via social media.

KA updated the group on the productive Liaison Team visit to meet Jackie Marfleet, SHL Director, and the SHL Head of Customer Services, which will lead to more direct involvement of SHL librarians in Royal Holloway activities and user training both at SHL and on campus.

NR also advised that EduRoam should be promoted to students for when they use SHL and need internet access and access to Royal Holloway at SHL.

JT updated the group on Jackie Marfleet’s work as part of the Federal Libraries Group. Key goals include provision of more space in the Depository, more space for academic use (along the lines of an academic hub) within the Senate House building and a review of the annual charging model for SHL services. JT advised that the Principal is a member of the SHL board, so our requirements will be well represented.

1. **CLA LICENCE AUDIT: 2015 SPOT CHECK: ECONOMICS DEPARTMENT**

The Group did not have any comments on the report.

1. LUAG Membership changes: Implementing the revised membership and remit for 2015/16

E L-J and GB advised that they would advise RB if they intend to remain on the Group by the 31st July. The same request is made of other members of the Group who are due to retire. RB will send a request out to the relevant Group members. ACTION: RB

1. USER ISSUES

NR asked the Group if the PC Finder service and screens should stay as they are or be changed. RM asked if there was any usage data on their use. NR advised that there isn’t at the moment and it might be difficult to determine what could be measured as usage. AC advised that he has not used them as he has his own desk. AC suggested taking NR’s paper on this to the next SU Academic Council. JT had been told that students do use the service and that he would obtain more information at the next Student Experience Studying Strand meeting. ACTION: JT

1. Agenda items for 2015-16

RM suggested that items such as the Library Management Project, the New Library and Student Services build should be standing items until the projects are completed. JT proposed that E-learning Packages should be included as an item for the Autumn 2015 LUAG meeting. RB will ensure that these are on the agenda. ACTION: RB

1. dates of next meetings

To be decided and sent out to the group **ACTION: JT, RM, RB**

**SUMMARY OF KEY ISSUES FOR COMMUNICATING IN MEETINGS**

1. Changes to Loan statuses and loan allowances
2. Update on New Library
3. New furniture feedback
4. Reading List System roll out
5. LUAG Membership changes and requests for nominations

Russell Burke, July 21st 2015