LUAG/14/10

Library Users’ Advisory Group

4th March 2015

Re: Minutes of the LUAG meeting on 5th November 2014

To confirm

Unconfirmed Minutes of the meeting of the Library Users Advisory Group held on 5th November 2014.

Present: Professor Rosie Meek (Chair), Matthew Brooke, Alex Clarke, Dr Enrique Lopez-Juez, Ammar Nasir, Hally Nguyen, Emma Peagam, Nigel Rata, Dr Alex Reppel, John Tuck, Amy Warner

With: Spencer John, Matt Websdane (in attendance for item 5), Emma Woods (LUAG Secretary)

Apologies: Russell Burke, Chris Howorth, Helen Rowland

1. **APOLOGIES**

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

1. **MINUTES**

The minutes of the meeting held on 28th May 2014 were confirmed as an accurate record.

1. **MATTERS ARISING**

13/010 (PGT focus groups):Simon Higman has proposed additional funding for catering of focus groups. MB to arrange for this term and next term.

13/013 (PC finders): awaiting feedback from IT.

13/019 (Summer vacation use of Library by Management PGT):No further action required.

13/028 (English Department and collection curation):Formal reply sent by AW.

13/029 (‘spend per student’ related data and library service provision):JT has arranged a meeting with CH to take place in November 2014.

All other matters are completed or appear elsewhere on the agenda.

1. **CHAIRMAN’S BUSINESS**

**4.1 Terms of Reference for LUAG during 2014/15**

LUAG approved the terms of reference for the current year.

JT drew attention – to the recommendations from the recent Periodic Departmental Review (PDR) of the Library, with particular reference to the remit and composition of LUAG. LUAG agreed that membership should be extended to cover a wider community, including a broader cross section of students and, in general, a more Faculty-based approach which could imply less academics, e.g. two rather than three per Faculty and students also representing Faculties, e.g across the board – undergraduate, PGT and PGR. It was also agreed that the membership could extend to Facilities Management, in particular at a time of planning a new Library. RM asked JT to take these suggestions into account and to present revisions and recommendations to LUAG, ideally in advance of the next meeting. EP offered to approach course representatives. It had been noted by CH in advance of the meeting that, in the case of Management, LUAG was infringing the current membership criterion of no more than one academic from any one Department. It was agreed that in view of the important roles carried out by the two members from Management, they both should remain on LUAG.

**ACTION**: JT to draw up proposals for revised membership and remit. **14/001**

EP to liaise with course representatives. **14/002**

* 1. **Budget Report**

JT drew the Group’s attention to the Budget Report paper and noted the following points.

* + Revised budget allocation formula has been successfully implemented in 2014/15. Usage data of journals was provided for the first time and this proved very useful for decision making.
  + Library Services are making a non-pay budget saving of 5% (on training, office supplies, etc.)
  + £2.2m was spent on books, journal, and e-resources in 2013/14. This equates to £250 per student.
  + Extra funding provided to cover inflationary increases.
  + School of Law – Sian Downes started her role as the Information Consultant for Law in October. Funding is available for collection development.
  1. **Benefactors**

RM confirmed and welcomed receipt of the list of benefactors for 2013/14. JT noted that the Library Book Fund is no longer officially operating. The Curiosity project is now the main vehicle for fundraising with regard to the new Library.

1. **LIBRARY AND STUDENT SERVICES CENTRE**

Spencer John from Associated Architects gave a presentation about the progress of the new Library and Student Services Centre. Key points are listed below:

* The project is currently at Stage D.
* Total space will be 10,500 sq. m.
* 25% of study spaces will have fixed PCs.
* Flexible space can account for future changes in physical collections and growth in student numbers.
* There will be a central street through the building. Students will be able to interact with the services they want to.
* The shop, laundry and bank will be moved during the construction period.
* There will be a dedicated PGR study space.
* There will be a roof terrace.
* The Atrium will receive acoustic treatment to prevent noise travelling to silent study areas.
* The spaces will take in and reflect popular elements from Founder's Library.
* Temporary events space is included in design. The overall project includes landscaping between the Founder’s building and the new library.

AR raised concerns from Management about future growth potential in view of the Library space based on 10,000 students. It was noted that the design has built-in flexibility that could deliver increased space in the building.

AC asked about disability access, such as a tactile path; AR asked about car parking and was reassured that any spaces lost due to landscaping would need to be provided elsewhere. EP asked what would happen to the existing Careers area and was informed by MW that repurposing of released space was under consideration by the Deputy Principal. ELJ asked if the presentation could be given at Departmental Boards. MW suggested that this was not deemed feasible at the present time and that presentations in various formats had been provided to a wide range of audiences as the project developed and this would continue to be the case.

**ACTION:**  JT to share the presentation with LUAG members. **14/003**

1. **LIBRARY SERVICES PERIODIC DEPARTMENTAL REVIEW (PDR)**

During the summer, Library Services were the first Professional Services department to undergo a PDR. JT drew the Group’s attention to the recommendations from this review made the following comments on how the Library is already responding to the recommendations:

* Working with Communications on how to raise awareness in the College about the various services and activities delivered by the Library.
* Book and journal provision – providing greater clarity on how e-books and journals are acquired.
* Space to study has proved very labour intensive with quite low take-up. It is proposed that in 2015 this will be rebranded as Library@. Library staff are liaising with individual Departments about rooms they may have available during the core hours of 9am - 7pm.

EP commented that consistency is important. She also mentioned that the SU has been considering using some of its night-time social areas for daytime study space. The main issue is with lighting and this is being investigated.

With regard to the recommendations, RM supported the observation that Library staffing was lean to the extent that the loss of a member of staff e.g. through sickness, could cause risks to service and recommended that the Library should seek to make a relevant case around this lack of resilience as part of the planning round.

EP commented that more could be done to promote Senate House provision, including the drop boxHH.

**ACTION:** AW to raise Senate House promotion in next Library Marketing Group meeting. **14/004**

**ACTION:** ALL members to provide JT with any feedback on the PDR recommendations by the end of November 2014. **14/005**

1. **LIBRARY OPENING HOURS AND STUDY SPACE PLANS**

MB reported on the 24/5 opening that began at the start of term. This has proved very popular. The Library is also introducing extended hours for the Christmas vacation (excluding College closure period), which means it will close at 7pm rather than 5pm (Monday – Thursday). This is in direct response to demand from previous years.

1. **NSS 2014 & OTHER USER SURVEYS: LIBRARY SATISFACTION FEEDBACK AND FUTURE PLANNING**

MB drew the Group’s attention to the report on user surveys. The NSS Library score dropped by 1% in 2014. Looking at the negative comments and speaking to Departments, MB confirmed that space can be identified as the main cause of this drop and that the science scores have dropped more noticeably than other Departments. This is thought to relate to our e-resources provision for the sciences.

MB drew attention to the action plan that the Library is drawing up following meetings with Heads of academic Departments, a focus of which has been identification of ways to raise scores. RM said the time that has been spent to come and speak to Departments about this has been very much appreciated.

1. **STUDENT EXPERIENCE: ENHANCEMENTS TO LIBRARY SERVICES FOR 2014/15**

MB reported on the enhancements put in place for the current academic year, including:

* 32 extra spaces in Founder's, which are being well used. However, MB said that it will be difficult to find further space without removing shelving.
* Laptop lockers that have proved popular.
* Reading Lists Online – the team has soft launched the Criminology and Sociology lists. Reading lists from other Departments included in the pilot stage will be rolling out during this academic year, all in the context of planning for the teaching collection in the new build.

It was noted that LUAG was supportive of a case being made to provide the staffing resource necessary to populate the reading list system and enable it to move from pilot to business as usual.

1. **LIBRARY SERVICE RESEARCH SUPPORT: UPDATE**

AW reported that Nancy Pontika, Research Information Manager, will be leaving the College soon to take up a post at the Open University. Nancy has achieved success in raising awareness of the new HEFCE Open Access policy and REF2020, e.g. through organising a recent OA advocacy event, presenting at Departmental Boards, and adding useful and informative content to the website. Interviews for Nancy’s successor are taking place on Friday 7th November.

AW mentioned the importance of managing Royal Holloway research data and that other tools we might need to use are being investigated.AW also referred to the Equella upgrade work being carried out by IT.

RM asked about the issues between Pure and Equella. AW said that Pure should not be the sole repository, as it is not designed to be a long term preservation tool, which is critical for REF2020. A broader solution is needed.

1. **EMBEDDING INFORMATION LITERACY: UPDATE**

EW reported on the Academic Liaison team’s progress with embedding information literacy in all first-year courses.

AC commented that this type of training would also be useful for PGRs. EW replied that the Academic Liaison team do deliver sessions within the Generic Skills Programme and provide other training for PGRs, such as ‘Shut Up and Write’. Details about these sessions can be found in the training section of the PGR libguide <http://libguides.rhul.ac.uk/pgr>

**ACTION:** EW to discuss with the Academic Liaison team how to promote PGR sessions more effectively. **14/006**

1. **USER ISSUES**

HN asked about IT support – could online tutorials for IT be created? NR asked if it would it be more convenient if people could book appointments at the helpdesk and confirmed that IT has noticed increased numbers at the helpdesk.

**ACTION**: NR to discuss online tutorial idea with colleagues. **14/007**

HN raised the issue of smoking close to Bedford Library. Students are ignoring the signs. JT said that study space assistants will be available from January to monitor this more closely. MB suggested collaborating with the Students’ Union.

EP conveyed positive feedback about the new opening hours.

In the context of the new parking restrictions and bus provision, EP asked for statistics on students using the Library after 6pm

**ACTION:** MB to provide data and arrange meeting with EP. **14/008**

AW informed the Group that the College/Library have gone out to procurement for a new Library Management System (LMS). Simon Higman is the new chair of the LMS project board for which staff and student representation is needed. AW asked for expressions of interest from LUAG.

**ACTION:** LUAG academic or student representatives interested in project board membership to contact AW. **14/009**

1. **DATES OF NEXT MEETINGS**

Weds 4th March 2015, 15:00 – 17:00. Founder’s East 1 Meeting Room (FE139)

Weds 13th May 2015, 15:00 – 17:00. Founder’s East 1 Meeting Room (FE139)

Emma Woods

LUAG Secretary, November 2014