



LIBRARY COMMITTEE

Wednesday 6 December 2017

MINUTES

PRESENT:

Professor Anthony Smith (*Chair*);
Mrs Stefanie Anyadi; Dr Paul Ayris; Dr Simon Banks; Ms Sarah Al-Aride; Dr Mike Cope; Dr
Richard Freeman; Dr Charles Inskip; Mr Rex Knight [*for items 1-10*]; Dr John Sabapathy;
Professor Philip Schofield

In attendance: Dr Nick Barratt (Acting Librarian, and Associate Director (Collections and Engagement), Senate House Library – *for items 1-4*); Mr Ben Meunier (Director of Operations, UCL Library Services - *observer*); Mr Martin Moyle (Director of Services, UCL Library Services – *observer*); Ms Olivia Whiteley (Secretary to Library Committee)

Apologies for absence were received from Mr Mark Crawford, Dr Kenth Gustafsson, Ms Louise O'Brien, Dr Leun Otten, Dr Sophia Psarra and Dr Hazel Smith.

Key to abbreviations

EC	European Commission
EDI	UCL Eastman Dental Institute
FLC	Faculty Library Committee
HEFCE	Higher Education Funding Council for England
HEI	Higher Education Institution
ISD	Information Services Division
KPA	Key Performance Area
LC	Library Committee
LEARN	LEaders Activating Research Networks
NSS	National Student Survey
PC	Personal computer
PRES	Postgraduate Research Experience Survey
RDM	Research Data Management
RFID	Radio-frequency identification
RLUK	Research Libraries UK
SCONUL	Society of College, National and University Libraries
UKRR	UK Research Reserve
UKRR-M	UK Research Reserve (Monographs)
UoL	University of London

Preliminary business

1 TERMS OF REFERENCE, CONSTITUTION AND MEMBERSHIP

[PAPER 1-01 (17-18)]

- 1.1 **Received** – the terms of reference, constitution and membership of Library Committee for 2017-18.
- 1.2 Dr Leun Otten would represent the Faculty of Brain Sciences on LC while Dr Julie Evans was on partial secondment. Further changes to the LC membership were anticipated in light of several vacancies.

2 MINUTES OF 5 JUNE 2017 MEETING

- 2.1 **Approved** – the Minutes of the Library Committee meeting held on 5 June 2017 [LC Minutes 29-39, 2016-17].

3 MATTERS ARISING FROM THE MINUTES

[see also 4 and 6 below]

3A Report from the Pro-Vice-Provost (UCL Library Services)

[LC Minute 31, 05.06.17]

- 3A.1 In response to queries raised by LC, it was noted to have been relatively easy to remove the Moodle blocks hindering the transfer of resource lists to the designated ReadingLists@UCL. It was hoped that Moodle page owners could be encouraged to make the transfer, thereby increasing the take-up of ReadingLists@UCL. Take-up of ReadingLists@UCL was considered part of the Moodle baseline of good practice.

3B LEARN Project – implementation of outcomes in UCL

[LC Minute 34.4, 05.06.17]

- 3B.1 At the LC meeting held on 5 June 2017, LC was asked to suggest ways in which UCL could implement the deliverables identified during LEARN, a two-year international project funded by the EC to promote and share best practice in RDM. The LEARN deliverables would form part of an Open Science advocacy programme to be rolled out at UCL in 2018.

Matters for discussion

4 SENATE HOUSE LIBRARY MODERNISATION PROGRAMME

[PAPER 1-02 (17-18)]

- 4.1 **Received** – a summary of the Senate House Library Modernisation Programme at LC 1-02 (17-18), presented by Dr Nick Barratt, Acting Librarian, and Associate Director (Collections and Engagement), Senate House Library.
- 4.2 Over the last 18 months, a Project Review Group had carried out work to determine the future values and environment of the Senate House Library. A sustainability review had taken place and, while a strategy had not yet been formally published, Senate House Library had developed a phased Modernisation Programme. A summary of the planned objectives and activities for the Programme was provided to LC. The first phase focused on introducing a new service model that would provide a qualitative uplift in user experience. Contingent on the successful delivery of the first phase, the second phase would be to redevelop the Library's physical space. Expansion of Senate House Library's depository was within the scope of the third phase.
- 4.3 Comments were invited from LC and the common concern from UCL students regarding the availability of study spaces was highlighted. The Pro-Vice-Provost (UCL Library Services) offered to share with Dr Barratt the findings of investigations carried out at UCL into the different types of learning spaces required by staff and students.

ACTION: Dr Paul Ayris

- 4.4 Suggestions from the federal members of UoL concerning Senate House Library's future use of space were welcomed. It was noted that Martin Moyle would join the Senate House Library Project Review Group.

5 STRATEGIC OPERATING PLAN

5A UCL Library Services – 2018-2021 planning
[PAPER 1-03 (17-18)]

- 5A.1 **Received** – the Library's Operational Plan for the period 2018-2020 at LC 1-03 (17-18), presented by Dr Paul Ayris, Pro-Vice-Provost (UCL Library Services).
- 5A.2 Reflecting on the Library's current performance, it was reported that 55 of the 94 action lines spread across the six KPAs of the Library Services Strategy 2015-18 – all of which were linked to the Key Enablers of UCL 2034 – had been completed by September 2017. It was projected that 90% of these actions would be completed by the end of this strategy period. The paper at LC 1-03 (17-18), which was submitted in the most recent annual strategic planning round, acknowledged the 2018-2020 planning period as a period of consolidation, growth and challenge. Maintaining UCL's new learning spaces formula would be a key challenge for the institution, as would the impact of a declining exchange rate on e-resource purchasing power in the context of Brexit.
- 5A.3 In the 2017 NSS – acknowledged to be a principal measure of the Library's performance – scores against Library questions were at 83% and 85%, some of the highest scores achieved by UCL for top-level NSS questions. However, these scores indicated a small decrease in the Library's performance compared with previous iterations of the survey, possibly as a result of the context in which the 2017 NSS had been conducted. The Library had achieved a very high score in the 2016 New to UCL Survey, with a 96% positive response rate

to a question on students' ability to use successfully one or more libraries within UCL. In the 2015 PRES, the Library had likewise performed well; 88% of respondents had indicated an adequate provision of library facilities (including both physical and online resources). In spite of these high scores, there was room for improvement, and LC affirmed the ambition to achieve comparatively higher results above 90% given the sector average. It was anticipated that the completion of the new Student Centre, promising 1,000 digitally-enabled learning spaces, would in particular help to ensure a world-class student experience.

- 5A.4 In terms of the Library estate and its impact on the student experience in the context of growing student numbers, Library Services was continuing to develop several biomedical hubs and would take forward a number of projects to improve facilities using funding allocated by the Central Estates Strategy Board. Among these projects was the reconfiguration of the Science Library in the DMS Watson Building, noted to be possibly the Library's busiest site.
- 5A.5 UCL was taking a leading role in advocating the EC-led Open Science agenda, particularly via UCL Press. One of the key targets for the Library under the KPA on Communication, Outreach and Open Access would be to incorporate Open Science approaches into UCL strategies.

5B **Local risk register**
[PAPER 1-04 (17-18)]

- 5B.1 **Received** – the Library's 2017 local risk register at LC 1-04 (17-18), which indicated likelihood of risk occurrence over the forthcoming two years.
- 5B.2 Members of LC suggested that the local risk register at LC 1-04 (17-18) be reviewed and revised to better account for the impact of mitigation techniques. Dr Ayris would review this with the planning team.

ACTION: Dr Paul Ayris

- 5B.3 LC assessed the risk of a loss of valuable resources and consequent negative impact on the student experience in the event that a long-term solution to re-housing UCL Special Collections were not found. The Library's proposal to house Special Collections at UCL East had been declined in Phase 1 of the project; it was hoped that this could be given priority in Phase 2. With the exception of the possible accommodation and co-management of Special Collections at Senate House, which was still uncertain, there was no feasible alternative for their relocation elsewhere in Bloomsbury.

6 **"SHARE THE SPACE" INITIATIVE**
[PAPER 1-05 (17-18)]

- 6.1 **Received** – the report on the "Share the Space" initiative at LC 1-05 (17-18), presented by Martin Moyle, Director of Services (UCL Library Services).
- 6.2 "Share the Space" was a scheme supported by the Students' Union and piloted by Library Services between 24 April and 31 May 2017 to address space occupancy issues in the libraries. Its objective was to discourage users from reserving unoccupied desks for long periods of time by leaving their

possessions. Under the scheme, Library staff surveyed reading rooms at intervals throughout the day, identified desks with absentee occupants and left polite cards explaining that, after 30 minutes, other users might carefully move the belongings to one side and make use of the space. The Library had gathered feedback on the initiative, which was found to be mixed but positive overall. Negative feedback tended to focus on the underlying issue of space capacity. Some concerns had been raised over disturbing others' property, but the most contentious issue identified in the feedback was the question of whether 30 minutes was sufficiently generous.

- 6.3 Following the success of the pilot, "Share the Space" had been established to run during term-time with a continued cut-off point for absence of 30 minutes. Monitoring of the scheme would continue and focus groups with a cross-section of students would be held in January 2018. The recent installation of occupancy sensors across all Library study spaces would soon help students to identify – and staff to monitor – available study spaces via on-site dashboards, the Library website and the mobile application UCL Go! Martin Moyle would explore ways of monitoring the take-up of desk spaces where cards had been placed, although it was anticipated that the scheme would serve to reduce the number of desks left unattended.

ACTION: Martin Moyle

7 ESTATE DEVELOPMENTS IN UCL LIBRARY SERVICES

[PAPER 1-06 (17-18)]

- 7.1 **Received** – the report on developments in UCL Library estate at [LC 1-06 \(17-18\)](#), presented by Ben Meunier, Director of Operations (UCL Library Services).
- 7.2 With funding granted by the Central Estates Strategy Board in September 2016, Library Services, ISD and Estates invested over £1 million to develop new learning spaces as part of UCL's commitment to prioritise the student experience. By combining proposals with ISD's PC for Students project, an additional 534 study spaces were opened across UCL Library Services during 2016-17. The increase in the number of study spaces had helped to mitigate the impact of student number growth. Further works over 2017-18 would provide just over 200 additional learning spaces and 120 intelligent, ID-controlled lockers in various locations across campus by the end of the year.
- 7.3 Following developments with the current EDI and Hospital site on Gray's Inn Road, UCL Estates were considering alternative locations for the EDI and Ear Institute Libraries; an update on plans was anticipated in January 2018. It was hoped that a holistic approach could be taken to bring the collections together within a nearby hub that would support student and academic activity.

8 CUSTOMER SERVICE EXCELLENCE: PROGRESS TOWARDS ACCREDITATION

- 8.1 **Received** – an oral report on progress from Martin Moyle, Director of Services (UCL Library Services).
- 8.2 Library Services was committed to seeking CSE accreditation to demonstrate its customer-focused approach to service delivery. Staff training, the implementation of customer service champions and the imminent release of a

staff handbook were among Library Services' recent efforts to achieve the CSE standard. Library Services was currently compiling a body of evidence to document the Library's processes and standards and a pre-assessment was anticipated in early 2018.

9 FEASIBILITY STUDY ON MONOGRAPHS

[PAPER 1-07 (17-18)]

- 9.1 **Received** – the study at LC 1-07 (17-18), commissioned by UKRR, RLUK, HEFCE and SCOUNL, presented by Martin Moyle, Director of Services (UCL Library Services).
- 9.2 The study at LC 1-07 (17-18) was published as an output from the UKRR service, a partnership scheme involving HEIs across the UK and the British Library that had been established to de-duplicate responsibly selected holdings and ensure a distributed national collection of research materials. The purpose of the feasibility study was to explore potential solutions for the collaborative management of monographs in the UK. It focused on low-use monographs, the disposal of which was rarely carried out in a coordinated way across libraries, leading to the possibility of inadvertent loss of last UK copies. The study's preferred scenario, with the working title of UKRR-M, was to create a consortium for a shared collection, which the British Library would house. The report was, however, advisory, and a process by which UKRR-M might be considered for funding had not been published.
- 9.3 It was reported that breaking up and transferring UCL collections for shared ownership was unlikely to be desirable. Some collections were of acknowledged national importance and/or rare and unique; furthermore, most of UCL's low-use material had already been transferred for storage at Wickford. During discussion, LC considered the value of taking a wider view and developing UKRR-M into a national policy, such as to mitigate pressures on storage sites more generally. It was also noted that, while some UCL Faculties might agree with the feasibility of the UKRR-M proposal, others, in particular the Faculties of Arts and Humanities and Social and Historical Sciences, might be concerned by the possible loss of valuable resources in dormant fields that could become prominent again in the future.

10 LIBRARY FUTURES: UNDERSTANDING THE INFORMATION AND DIGITAL LITERACY OF 16-18 YEAR OLDS

[PAPER 1-08 (17-18)]

- 10.1 **Received** – the paper at LC 1-08 (17-18), presented by Martin Moyle, Director of Services (UCL Library Services).
- 10.2 Library Services had participated in a research project crowd-funded by an ad hoc group of 11 libraries to understand the preparedness of 16-18-year-olds for academic study at university. The resulting study, summarised at LC 1-08 (17-18), identified a skills gap in digital and information literacy. For example, one of the study's key findings was a weak correlation between the stated confidence and the actual ability of participants to navigate the online environment.
- 10.3 In response to the study, Library Services planned to take a number of actions, including the formulation of a core programme of library skills training, with

support materials, to be recommended for delivery on a UCL-wide basis. Other activities included validating the pre-enrolment and induction materials provided to new undergraduate students, in light of the study's findings. The results would also be shared with UCL Arena, Digital Education and the Office of the Vice-Provost (Education), such as to inform UCL's wider work.

- 10.4 During discussion, several additional lines of activity were suggested, including: working with school librarians and UCL Widening Participation to help reshape expectations of academic study at university; inviting sixth form students to visit UCL libraries or to take part in pre-university summer schools; taking stock of varying approaches to digital and information literacy across different UCL departments; and incorporating coding into the Library's interpretation of digital literacy.

Other matters for approval or information
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11 **PROJECT BIDDING IN UCL LIBRARY SERVICES**

[PAPER 1-09 (17-18)]

- 11.1 **Received** – a summary of the Library's progress in project bidding applications at LC 1-09 (17-18).

12 **UCL LIBRARY COMMITTEE ANNUAL REPORT 2016-17**

[PAPER 1-10 (17-18)]

- 12.1 **Approved** – the UCL Library Committee Annual Report for 2016-17, at LC 1-10 (17-18).

13 **REPORTS FROM WORKING GROUPS**

[PAPER 1-11 (17-18)]

- 13.1 Since the previous meeting of LC, LC officers had received the Minutes of the following Working Groups of LC:

- Publications Board – 22 May 2017 and 17 July 2017 (unconfirmed).

14 **REPORTS FROM FACULTY LIBRARY COMMITTEES**

[PAPER 1-12 (17-18)]

- 14.1 Since the previous meeting of LC, LC officers had received the Minutes of the following FLCs or Faculty-level Committees:

- Arts and Humanities and Social and Historical Sciences Joint Faculty Library Committee – 1 June 2017 (unconfirmed);
- Built Environment Faculty Library Committee – 4 May 2017;
- Engineering Sciences Faculty Teaching Committee – 4 May 2017;
- Engineering Sciences Faculty Research Degrees Committee – 29 June 2017;

- Medical Sciences Faculty Teaching and Research Committee – 2 May 2017.

15 **DATES OF NEXT MEETINGS**

15.1 The next meeting of LC would take place on **Monday 5 March 2018** at **2.00pm**.

OLIVIA WHITELEY

Secretary to the Library Committee

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