



**LIBRARY COMMITTEE**

**Thursday 11 December 2014**

**MINUTES**

**PRESENT:**

Professor David Price (Chair)  
Dr Paul Ayris  
Ms Mariana Ceccotti  
Professor Stephen Conway  
Professor Simon Dixon  
Dr Kenth Gustafsson

Ms Pauline Jory  
Mr Lukmaan Kolia  
Professor Richard North  
Dr Sophia Psarra  
Professor Philip Schofield  
Dr Hazel Smith

*In attendance:*

Ms Chandan Shah (Secretary)

Apologies for absence were received from:

Dr Julie Evans, Dr Marco Federighi, Mr Rex Knight and Professor Anthony Smith

*Key to abbreviations*

FLCs	Faculty Library Committees
ISD	Information Services Division
KPA	Key Performance Areas
LC	Library Committee
NSS	National Student Survey
REF	Research Excellence Framework
SHS	Social and Historical Sciences
SMT	Senior Management Committee

**1. CONSTITUTION AND 2014-15 MEMBERSHIP; TERMS OF REFERENCE**

***Received:***

- 1.1 The constitution and 2014-15 membership and terms of reference of LC at LC 1-01 14-15).

**2. MINUTES OF 10 JUNE 2014 MEETING**

***Confirmed:***

- 2.1. The Minutes of the previous meeting of LC held on 10 June 2014 [*LC Mins.27-39, 10.6.14*].

**3. MATTERS ARISING**

*[see 4 below]*

#### 4. REPORT FROM THE DIRECTOR OF UCL LIBRARY SERVICES

[LC Mins.31-33, 10.6.14]

##### **Received:**

- 4.1 The report at LC 1-02 (14-15), introduced by the Director of UCL Library Services.

##### **Reported:**

- 4.2 The Director of UCL Library Services commented on the ten areas linked to the Library Strategy and the UCL 2034 Strategy, and highlighted the following points.
- 4.2.1 The KPMG review on the Library's performance in supporting the student experience had resulted in a very good outcome, with substantial confidence in current processes and procedures and only minor areas identified for improvement. The Chair congratulated Library colleagues for the positive outcome (second best in the KPMG grading system).
- 4.2.2 The 2014 NSS score for Library was its second highest at 88%, a slight decrease since 2013 (90%). Library Services became affected whilst the Cruciform was refurbished and students were being directed to the UCL Science Library. The NSS results were broken down by academic departments where a score below 80% had triggered an investigation by the Director of UCL Library Services. Two such departments were in this category and investigations had begun.
- 4.2.3 Take-up of the Reading Lists@UCL service by UCL faculties and departments remained low despite being a valuable resource for students. A reading lists team in Library Services was available to support colleagues in digitising papers/arranging copyright clearance. It was noted some flexibility was required within faculties where certain subject areas had yet to appreciate the benefits of online reading lists with full-text attached.
- 4.2.4 A space for housing part of the UCL Special Collections in Bloomsbury would be welcomed whether in the form of a collaborative space with other institutions or for UCL to store its own collections. There continued to be a heavy demand for the UCL Special Collections to be brought back from Kew sooner than later.

##### **Discussion:**

- 4.3 The following main points were raised during discussion:
- It was noted that the new Student Centre opening in 2016/17 would create 1000 extra learning spaces. Discussions were taking place to offer students learning spaces at Senate House for the next 10 years in the UCL Hub @ Senate House.
  - Space was again negatively commented on in the NSS survey as well as in the Student Barometer / International Student Barometer.
  - Students preferred study spaces in addition to fixed computers and areas for laptops /tablets.
  - A 10% increase was noticed in library usage this year; therefore it would be important to identify pressure points in the main learning spaces at UCL.
  - The online, digital, library satisfaction result was 95%, the highest rating the Library had ever achieved as a result of high levels of investment from UCL.
  - The new learning spaces need to be marketed to students to raise awareness.

**RESOLVED:**

- 4.4 That the Chair provide a written response to UCL SMT to reconsider the revised bid for the REF 2020 exercise, highlighting the recommendations from the KPMG report.  
**ACTION: Professor David Price**
- 4.5 That the Director of UCL Library Services submit a response to KPMG, outlining the way in which the recommendations would be carried out.  
**ACTION: Dr Paul Ayris**
- 4.6 That a space / IT demand questionnaire be circulated to users to identify user requirements and resources needed (ISD may have conducted some work on this, and therefore should be involved in this process).  
**ACTION: Dr Paul Ayris**
- 4.7 That a mapping exercise be conducted around student loads and constraints in relation to Faculty students and Faculty hub spaces to effectively manage learning spaces and direct users to other UCL libraries as appropriate.  
**ACTION: Dr Paul Ayris**
- 4.8 That the Director of UCL Library Services consider space available at the IoE library and how this could be utilised by users.  
**ACTION: Dr Paul Ayris**
- 4.9 That the Chair and the Director of UCL Library Services contact all Faculty Deans to highlight and emphasise the support and services provided by library colleagues in the Reading Lists@UCL service and to also identify departments that had not submitted yet reading lists.  
**ACTION: Professor David Price and Dr Paul Ayris**
- 4.10 That the Chair and the Director of UCL Library Services explore further options with the Provost for a decision on housing part of UCL Special Collections in Bloomsbury.  
**ACTION: Professor David Price and Dr Paul Ayris**

**5. UCL LIBRARY SERVICES STRATEGY 2015-2018**

**Received:**

- 5.1. The following documents, introduced by the Director of UCL Library Services:
- Vision, Mission, Values – LC 1-03 (14-15)
  - Key performance areas – LC 1-04 (14-15)
  - Towards a Communications Strategy for UCL Library Services – LC 1-05 (14-15)

**Reported:**

- 5.2 The Director of UCL Library Services commented on the four-year Library strategy which incorporated plans to deliver the UCL 2034 strategy, the UCL Professional Services strategy and highlighted the six Key Performance Areas (KPA) and Implementation Plans.
- 5.3 The following main points were noted:
- 5.3.1 *User experience:* As well as students, other categories of users accessed the library, such as NHS staff and lawyers. Therefore the Library would be working on improving

the general experience of the Library user, with a view to incorporate the Student Experience as a part of a KPA called The User Experience.

- 5.3.2 *Staff, equality and diversity:* There had been improvements to the gender balance within the Library Senior Management Team and Senior Leadership Team, with an increased recruitment of female staff. Plans were being proposed to work with Professional Services over three years to enhance and diversify of the staff profile across the whole of UCL Library Services.
- 5.3.3 *UCL East:* It was planned that 800 learning spaces would be created with a Learning Hub to support approximately 3000 students that would be based at the Stratford campus. There would be increased opportunities to work with the local boroughs, such as Newman Council, and local libraries to enhance public engagement and outreach work.
- 5.4 The Chair of LC commended the Director of UCL Library Services for the detailed Strategy and Implementation Plans.

## 6. LIBRARY SERVICES STRATEGIC INVESTMENT PROPOSALS 2015-16

### ***Received:***

- 6.1 At LC 1-06 (14-15), the Library Services Strategic Operating Plan 2015-18, introduced by the Director of UCL Library Services
- 6.2 At LC 1-07 (14-15), Strategic Investment Proposals for 2015-16 for Library Services, introduced by the Director of UCL Library Services:
- Priority One: Material Resources
  - Priority Two: E Resources
  - Priority Three: Opening Hours Bid
  - Priority Four: Open Access
  - Priority Five: Bachelor in Applied Medical Sciences PIQ

### ***Reported:***

- 6.3 The Director of UCL Library Services noted the following key points:
- 6.3.1 The annual increase of inflation rates to books, journals and databases was impacting on UCL departments and adding to the Library's costs. An additional budget allocation of 6% had been requested to ensure that a high level of service for Library users would continue to be provided.
- 6.3.2 An extension of Library opening hours had been proposed to provide space for students and users when they required access, primarily during late evenings at weekends. Increased security and staff would be appointed to cover the extended opening hours, should the bid be funded.
- 6.3.3 The Open Access bid had been resubmitted again with a revised reduced calculation of investment required per annum to prepare for REF 2020.

### ***RESOLVED:***

- 6.4 That the Chair and the Director of UCL Library Services make a case for addressing the annual inflation rates and request that automatic uplifts be included in the Library budget settlement in future years.

***ACTION: Professor David Price and Dr Paul Ayris***

- 6.5 That the Strategic Investment Proposals at LC 1-07 (14-15) be endorsed and raised by the Chair of LC at the next meeting of the Provost's SMT.

**ACTION: Professor David Price**

## **7. LIBRARY COMMITTEE ANNUAL REPORT 2013-14**

### **Received:**

- 7.1. The LC Annual Report 2013-14 at LC 1-08 (14-15).

## **8. LIBRARY SERVICES PROJECTS REPORT**

### **Received:**

- 8.1. The report at LC 1-09 (14-15).

### **Reported:**

- 8.2 One project to increase the scope and content of UCL's digital library offering was in phase two of a bid to the Niarchos Foundation.

## **9. MINUTES / REPORTS FROM WORKING GROUPS**

### **Noted:**

- 9.1. Since the previous meeting of LC, the LC officers had received the Minutes of the following working groups that report to LC\*<sup>1</sup>:

UCL Publications Board (21 May 2014, 23 July 2014);  
UCL Bibliometrics Working Group (29 July 2014)  
Library Estates Development Group (8 October 2014)

## **10. MINUTES OF FACULTY LIBRARY COMMITTEES**

### **Noted:**

- 10.1. Since the previous meeting of LC, the LC officers had received the Minutes of the following FLCs\*:

- Arts and Humanities and Social and Historical Sciences Joint FLC (14 November 2013; 27 February 2014; 13 November 2014)
- Built Environment (8 May 2014)
- Laws (4 December 2013, 11 June 2014)
- Mathematical and Physical Sciences (2 December 2013; 12 April 2014; 27 June 2014)

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\*<sup>1</sup> Copies of the Minutes are not being circulated with the Agenda but are available electronically via the LC SharePoint site at <https://sharepoint.adm.ucl.ac.uk/sites/lcs/Shared%20Documents/Forms/AllItems.aspx> as well as in hard copy on request to the LC Secretary (see contact details on the last page of the Agenda).

**11. ANY OTHER BUSINESS**

**11A Library usage**

***Reported:***

11A.1 The following comments were raised:

- *Bartlett*: The number of Library users had decreased. This might be due to the fact that Architecture students were not based at this site, but in Hampstead Road.
- *SHS and Life Sciences*: Library usage was fine.
- *Laws*: The lack of copies of core text books was a concern and it was requested a special fund be allocated for resources that could not be delivered electronically.
- *Population Sciences*: NHS staff should be encouraged to use UCL Library Services; UCL should take up this issue nationally with the NHS.
- An online system displaying levels of usage at UCL libraries and in the centrally-managed Learning Hubs, similar to systems seen in car parks, would be useful to users.

***RESOLVED:***

11A.2 That the Director of UCL Library Services provide a breakdown of library usage levels for the next meeting of LC. Information Services would be consulted to obtain details of systems which would provide details of space usage and number of free learning spaces.

***ACTION: Dr Paul Ayris***

**11B Servicing of Library Committee**

***Reported:***

11B.1 In noting that Ms Chandan Shah had recently taken over as Secretary of LC, the Committee thanked the former Secretary Mr Gary Hawes for his service to the Committee since joining UCL in 1999.

**12. DATES OF MEETINGS 2014-15**

***Noted:***

12.1. The next meetings of LC were scheduled as follows:

**Wednesday 18 March 2015, 2.30 - 4pm, Ground floor meeting room, 2 Taviton Street**

**Thursday 4 June 2015, 10.30 -12pm, Ground floor meeting room, 2 Taviton Street**

CHANDAN SHAH

Academic Support Officer

Academic Services

Registry and Academic Services

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12 January 2015