Queen Square Library & Archive: Annual report 2020-21

Information about Queen Square Library & Archives

The Queen Square Library is the recognised specialist Library for Neurology in the University of London, a national and international specialist collection, and is a shared resource between UCL Queen Square Institute of Neurology and the National Hospital for Neurology and Neurosurgery, who provide recurrent funding.

Services

The Library provides a wide range of services to all its users. These include an extensive training programme, literature searches, current awareness, loan and document delivery services.

All UCL staff and students are automatically registered onto the library management system All NHNN staff, and staff in Trusts with whom UCL library services have an SLA, are also eligible to register.

Space, facilities and collections

The Library holds extensive specialist print collections, primarily covering neurology, neurosurgery and neuroscience; there are over 10,000 bound journals, over 50 current print journal subscriptions,19,000 books and monographs, and a unique historical collection of 3,000 volumes. The Library also manages the Queen Square Archives, which house the archives of NHNN, including regular exhibition displays.

Publicity and promotion

The Library provides computing facilities, including access to UCLH network and walk-in access to UCL ejournals, group study space, and photocopying and printing facilities. Standard opening hours are 50 hours per week.

Information about services is given during student and Hospital inductions, and is included on the Library web site ([www.ucl.ac.uk/ion/library](http://www.ucl.ac.uk/ion/library)), which includes sections targeting specific user groups, e.g. researchers, students and NHNN staff, as well as a unique listing of patient support groups and useful links relating to over 250 neurological conditions

The Library also develops and maintains the Queen Square Archive website ([www.queensquare.org.uk/archives](http://www.queensquare.org.uk/archives) ), and promotes Library services via its Twitter account.

Staffing and professional networks

The Library is managed and staffed by 4 full-time professionally qualified librarians, who have also developed expertise in archives management, and are supported by several committed volunteers.

Sarah Lawson (Librarian), Kate Brunskill (Deputy Librarian), Rossana Rizzo and Sandra Bamborough (Information Assistants)

The Library is represented on a range of professional networks, both locally and nationally, including the UCLH Library Steering Group, regional NHS librarians groups and Academic and Research Libraries Group. In addition to these formal arrangements, Library staff work closely with UCL and UCLH colleagues to ensure that efficient and effective information services are available to all Trust staff.

Library staff also participate in the UCL Bibliometrics Working Group, QSD Clinical Guidelines group, UCL Library Skills working groups and UCL Communities of Practice.

Moodle and Institute communications

In addition to the above services and activities, specific members of Library staff are also responsible for delivery of digital course packs via Moodle and reading lists via ReadingLists@UCL, and overseeing the maintenance and development of the IoN website, intranet and social media.

Review of the year (August 2020- July 2021)

The temporary closure of the Queen Square Library for various periods during the year, and the associated pivot from face-to-face support to online support meant a huge shift in focus and approach during 2020-21. Library staff worked from home and continued to provide services remotely throughout the whole year.

Queen Square Library physically re-opened in Autumn 2020, having been physically closed since mid March 2020 due to the COVID-19 pandemic. The Library was open for pre-booked study space and Click and Collect from October -December 2020 and again from late April-July 2021.

The need to keep users and team members safe and comply with the government guidelines means that we re-opened with a reduction in study spaces, opening hours and a one-way system, which meant that it was no longer possible to drop in and browse.

We continue to work with UCL Estates, IoN and colleagues in wider Library Services to plan/prepare for re-introducing and adapting services at the QS Library site

User experience

The Library Committee continued to meet termly with reps from across all user groups. Papers, including Library Strategy and plans, are available on the IoN and UCLH Intranets.

We continued our delivery of induction and training, including:

* Contribute to the ongoing pivot to online delivery of training and support, including:
* Preparing and delivering introductory online training for 2020-21 cohort of ION taught postgraduates, covering Search Skills and Endnote/Mendeley, delivered during the Autumn 2020 term.
* Creation of a virtual library tour.
* Contributing to the planning and delivery of Library Services’ online training calendar and a suite of new online guides and training materials in readiness for online-only delivery in Autumn term 2020, in collaboration with other trainers.
* Contributing to Library Services implementation of Libguides, e.g. creation and maintenance of the Neurology subject guide.
* Support the implementation of the online Reading list engagement project, ensuring digital availability of essential readings, and implementing new acquisition workflows.

As well as delivering training, we also undertook a number of complex mediated literature searches in collaboration with staff from the IoN and NHNN. We have also supported KnowledgeShare – current awareness provision for UCLH staff, and supplied e-resources for NHS users via Library Services’ contingency e-doc del request form.

We also provided support with REF/OA policy queries, monitoring and communications, including facilitating IoN department meetings.

We continue to support IoN courses, including inductions and training, with 100% implementation rate of the central UCL reading list system: <http://readinglists.ucl.ac.uk> liaising with TLS to ensure continuity of reading list digitisation and also to accommodate course developments

The Library also worked collaboratively with other UCLH and UCL libraries to maximise access to material in all relevant subject areas e.g. Thieme Clinical Collections.

Systems and processes

Planning for the reopening of study spaces for Autumn 2020, including designated bookable study spaces for UCLH and a “click and collect” book borrowing service.

We implemented a number of UCL Library systems at QS Library to ensure continuity of service:

* online membership to ensure we can register and create UCL Library cards for UCLH staff.
* Libanswers enquiry management system.
* piloting an online Library chat service, and volunteered to fill several slots on the weekly rota.
* Use GreenGlass technology and Compare services to determine the rarity / scarcity of collection.
* Implement upgraded CALM catalogue on Queen Square Archives website, in liaison with web developer

Ongoing hybrid working patterns across the team and wider Library Services, has resulted in setting up new systems, e.g. liaison with other IoN department and library sites for alternative post and parcel deliveries, including journal binding, new print materials, as well as maintaining online collaboration tools to facilitate daily remote working with colleagues across UCL Library Services, UCL and UCLH.

Communication, Open Science and outreach

We received Archives enquiries and visits from researchers across the world. Queen Square Library is still closed to external visitors, which has meant a shift to increased online delivery, including developing:

* virtual archive content e.g. updating International Women and Girls in Science Day 2021
* Explore your Archives campaign activities, including Explore your Archives themed twitter

Queen Square Library staff have also worked with colleagues in the UCLH librarians group to co-ordinate UCLH Library publicity: eresources information, webpages, inductions, and UCLH Libraries pages on Intranet – including migration to new system myUCLH, and updating MyAthens listings and myUCLH content to highlight additional eresources and services

We supported Health Information Week virtually in July 2020, and continued to work with the National Brain Appeal and the Ladies’ Samaritans Society by promoting their fund-raising events and activities*.*

We also received a number of Archive donations or loans via relatives /people who have worked in the Hospital, including [Film footage of Queen Square staff in 1930s](https://queensquare.org.uk/archives/interesting/film-footage)

Sustainable Estate

We expanded participation in UCL’s Green Impact initiative, to work with a wider ION admin team, and Queen Square Library were awarded Office Silver.

The project to install new security systems, e.g. CCTV, new motion detectors, and panic alarm was completed in Autumn 2020

Our journal binding project to preserve the main core of neurology titles was postponed due to restrictions, but completed in Autumn 2020. We have also reviewed our remaining print journal subscriptions.This included selecting a new journal binding supplier – Spring 2020.

Staff, equality, diversity and inclusion

We co-ordinated and promoted IoN wellbeing programme and Teams for Mental Health Awareness Week May 2021

Queen Square Library staff have joined and contributed to various UCL networks during the year, including UCL Library Skills working groups, UCL Communities of Practice and UCL Library Services Sustainability Committee.

We also presented at UCL education conference alongside ION education team, and the UCL Library Skills team, including Kate Brunskill, won the UCL Provost Education Award for outstanding response to a pandemic

The temporary closures of the Queen Square Library, and the associated move to remote working has meant a shift to online CPD and training, including:

* participating in virtual UCL Library Services Summer School & Library services staff conference, Experience exchange.
* Library Services’ wide Teams, including: Online Skills; Collection Strategy, Resource Sharing, Reading list engagement
* Learning new tools, and systems, , e.g. Libanswers and Libchat,

Management information

We contributed to the review of UCL Libraries’ SLA with Trusts and development of a UCLH Library Services strategy as part of the UCLH Library Services Steering group.

The Library delivered 21 online group training sessions (in collaboration with Library Services colleagues). We also delivered 6 online inductions and 22 one to one training sessions.

Over 400 NHNN staff are registered with UCL Library Services, making over 400 loans and renewals (the Library was open for Click and Collect from October -December 2020 and late April-July 2021).

There were 2,200 visits to Queen Square Library (the Library was open with reduced spaces from October -December 2020 and late April-July 2021).

The Library Twitter account has had increase in followers and engagement (1,400 followers and over 130k impressions (vs 50k in 2019-20) and there were over 40,000 page views of the Library website.

There were over 23,000 page views of the Queen Square Archives website (an increase of over 25%), with over 60 images supplied.

Last update: August 2021

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[UCL Library Services](http://www.ucl.ac.uk/library) www.ucl.ac.uk/library