**Queen Square Library & Archive: Annual report 2017-18**

1. **Information about Queen Square Library & Archive**

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 the Institute of Neurology and the National Hospital, 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.

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. Opening hours are 50 hours per week.

**Publicity and promotion**

Information about services is given during student and Hospital inductions, and is also available in the printed library guide, the junior doctors handboo**k** 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, London & KSS 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 ReadingList@UCL, and overseeing the maintenance and development of the IoN website, intranet and social media.

1. **Review of the year (August 2017- July 2018)**

**User experience**

In January 2018 we conducted our bi-annual user survey. Most respondents are satisfied with services provided, with80% rating the service overall as Excellent or Good. Over 75% of respondents rated helpfulness and knowledge of staff as Excellent.

The Library Committee has continued to meet termly, after its first meeting taking place in July 2016, with reps from across all user groups. Papers, including Library Strategy and plans, are available on the IoN and UCLH Intranets.

We also delivered systematic review and bib software sessions as part of the Doctoral School Skills Development programme, and extended offering our group courses across UCL and UCLH.

We continued our review of the delivery of induction and training, creating new learning materials within moodle for the benefit of Distance Learning (DL) students, Extending the monthly rolling training programme to include Mendeley, in response to user demand, piloting drop-in sessions for students in the cluster room, and contributed to the development of a new course for the Doctoral School – *‘Introduction to Search Strategies for Systematic Reviews of Interventions’*.

As well as delivering training, we also undertook a number of complex mediated literature searches in collaboration with staff from the IoN and NHNN, and provided support with REF/OA policy queries, monitoring and communications

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>

Spending on new books has continued to rise, with over 130 additions to stock. We continue to place an increasing focus on our ebooks collection, including ebook packages such as Access Neurology

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**

UCL Library Services is implementing a new Library Management System in September 2018 which will impact on a number of key Library processes, e.g. circulation, user registration and document delivery.

Pre-launch activities at this site have included data clean-up procedures, revising user guides and webpages, and undertaking an extensive training programme to prepare for this major change to one of our core systems.

We also implemented the UCL Library Services’ shelf-ready process which aims to reduce the time from ordering books to their availability in the Library, installed space availability monitors as part of UCL Library Services-wide project and implemented new invoicing systems and revamped related procedures

We reviewed Library and Archive policies and procedures to ensure GDPR compliance, e.g. new starters, Archives privacy notice.

**Sustainable estate**

We have continued to implement a project to weed and rearrange the Library stores in No.7 and 23 Queen Square, alongside a binding project to preserve the main core of neurology titles and review of print journal subs.

We also implemented a project of case notes’ red rot consolidation over the summer and developed a local disaster plan for our Archives and Special Collections.

We have continued our rolling PC replacement programme, and participated in UCL’s Green Impact initiative, and have been awarded Office Excellence as part of IoN admin teams.

**Communication and outreach**

We received Archives enquiries and visits from across the world. This included return visits by students from the University of Wisconsin and University of West Florida, who viewed our shell shock case notes, as well as visits from Headway Cambridgeshire.

Filming for BBC2 shellshock programme – due for broadcast November 2018 - took place in January 2018, including Dan Snow interviewing Stefanie Linden, author of *'They called it shell shock: combat Stress in the First World War'* whose book makes extensive reference to Queen Square Archive case notes. Stefanie continues to utilise Queen Square Archives to support her new book on Hysteria.

We have also supported the forthcoming National Hospital history book (due for publication in October 2018) through provision of images and researching full –text documents.

The Queen Square Archives website has been developed in liaison with developer, including improved search functionality, and the Queen Square Library website was migrated to Drupal as part of IoN website.

### The Library hosted several exhibitions, including commemorating bicentenary of Essay on Shaking Palsy; Wavecraft: EEG exhibition, curated by Ken Barrett and Women in Queen Square (including nominations from Queen Square staff and students).

Queen Square Library staff have also worked with colleagues in the UCLH librarians group to co-ordinate UCLH Library publicity materials, and webpages, including UCLH Libraries banner and postcard.

We also supported Health Information Week, participating in the UCLH Libraries stall at UCLH research open day in July 2018, and displaying materials in the Library, and reviewing our patient information pages to ensure that they remain in line with NHNN specialties and services.

We continued to work with the National Brain Appeal throughout the year, including hosting an event as part of their annual Pyjama Party campaign, and participating in their stall at Queen Square Fair and 70th Birthday tea party. We have reviewed our own merchandise, e.g. historical postcards and prints, to support these activities.

We also received a number of Archive donations via relatives of people who have worked in the Hospital, including nurse uniforms and transcriptions of Gowers diaries. These have been digitised, along with shellshock case notes, and photographs donated by the IoN Education team.

**Staffing, equality and diversity**

We recruited several new volunteers, who are interested in pursuing a career in Archives, to assist with Archives projects, particularly case note indexing. Volunteers have now completed case note indexing from 1931-1945 (totalling over 14,000 cases).

We organised a number of CPD sessions, including visits to Chalfont Centre for Epilepsy, Whittington Health Library, and ICH library, as well as participating in UCL Library Services Summer School & Library services staff conference, and the IoN annual away day for professional Services staff.

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 incorporated CSE Handbook into our team meetings, with Kate acting as CSE Champion for Queen Square Library

**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 . We also contributed to UCLH LQAF submission, including providing evidence for key criteria, including impact of services.

The Library delivered over 150 training and induction sessions, with over 800 attendees, including over 150 NHNN staff.

Over 450 NHNN staff are registered with UCL Library Services (an increase of 50%), making over 800 loans across UCL Library sites (over 5,300 loans were made in total at Queen Square Library). We also provided over 100 Inter-Library and inter-site loans.

There were over 26,000 visits to Queen Square Library.

The Library Twitter account has had increase in followers (over 1,000 followers and over 1,500 tweets in 2017-18) and there were over 80,000 page views of the Library website.

There were over 26,000 page views of the Queen Square Archives website, with over 800 images supplied and over 300 items consulted