Queen Square Library & Archive: Annual report 2019-20

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. Opening hours are 50 hours per week.

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 ReadingLists@UCL, and overseeing the maintenance and development of the IoN website, intranet and social media.

Review of the year (August 2019- July 2020)

UCL Library sites, including Queen Square Library, physically closed on 17th March 2020 due to the Covid-19 outbreak. Library staff worked from home and continued to provide services remotely.

The temporary closure of the Queen Square Library, and the associated pivot from face-to-face support to online support has meant a huge shift in focus and approach from March-July 2020.

User experience

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

We also conducted our bi-annual QS Library survey in February 2020. Most respondents are satisfied with services provided, with85% rating the service overall as Excellent or Very Good. No respondent rated the service overall as needing improvement.  Over 90% of respondents rated helpfulness of staff as Excellent.  Suggestions for additional services and improvements included increasing the quiet study space and UCLH computers in the Library, improving wireless access, bookable rooms, extending opening hours. We received 30 examples of impact which are included in the full results on our website : <https://www.ucl.ac.uk/ion/library/surveys/queen-square-library-survey-2020>

Other user experience and feedback initiatives included supporting UCL Library Services’ successful CSE accreditation review in June 2020, as well as participating in IoN’s Unitu pilot.

We continued our review of the delivery of induction and training, including:

* Planning and delivering a monthly training programme – mainly face-to-face sessions between July 2019 - March 2020. Pivoting the programme to a temporary online only, one-to-one only support service from March 2020 onwards.
* Preparing and delivering introductory face-to-face training for 2019-20 cohort of ION taught postgraduates, covering *Search Skills and Endnote/Mendeley*, delivered during the Autumn 2019 term.
* Preparing and delivering bookable ‘refresher’ sessions for students needing extra assistance - mainly face-to-face between October 2019 - March 2020, pivoting to online delivery from March 2020 onwards.
* Contributing to the development of a suite of new online guides and training materials in readiness for online-only delivery in Autumn term 2020, in collaboration with other trainers. For example, recording a series of videos to pivot the delivery of the *‘Introduction to Search Strategies for Systematic Reviews of Interventions’* course to online format, in collaboration with other trainers.
* Contributing to Library Services implementation of Libguides, e.g. shaping the NHS contigency guide in Spring 2020 <https://library-guides.ucl.ac.uk/nhs-support>

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, from April 2020.

We also provided support with REF/OA policy queries, monitoring and communications, including facilitating IoN department meetings to discuss Plan S and Transformative Agreements.

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

We have reviewed reading lists and contributing to a growing wishlist of e-books required in order to pivot to online delivery from September 2020.

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

We facilitated the implementation of Gallagher card system at Queen Square Library to ensure we can create UCL Library cards for UCLH staff. We also implemented Libcal booking system for our information skills training, as part of a wider Library Services project. Implement new Archives imaging system in liaison with web developer

We contributed to the implementation of the new UCL Library Services Collection Strategy, including local Collection Development Policy, working with a group of colleagues to test the proposed implementation guidelines using GreenGlass and Compare technology.

The temporary closure of the Queen Square Library, and the associated move to remote working has meant a huge shift in focus and approach from March 2020, including setting up home offices / moving to remote working for staff , e.g. learning new collaboration tools, for example, MS Teams to facilitate daily remote working with colleagues across UCL Library Services, UCL and UCLH.

Communication, Open Science and outreach

We curated an exhibition programme, in liaison with Archives Committee, NHS staff, academics and charities, including; encephalitis epidemic (June – October 2019); Queen Square specialties (November 2019-March 2020); and co-ordinated Explore your Archives campaign activities, including open day in November 2019;

We received Archives enquiries and visits from researchers across the world. The temporary closure of the Queen Square Library has meant a shift to increased online delivery from March 2020, including developing:

* virtual content for our planned WWII at NHNN display to tie in with 75th Anniversary of VE day in May 2020;
* a brief history of NHNN video – requested by Camden Local Studies and Archives – <https://queensquare.org.uk/archives/interesting>
* virtual content on @neurolib twitter in line with Explore your Archive themes
* systems to deliver archive requests remotely, including case note images

Unfortunately, we had to postpone our annual visits from US students studying our WW1 case notes.

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 a collection of materials relating to nursing at the National Hospital, donated by Alree Marsh, Matron, Specialist Services, UCLH.

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 subscriptions.This included selecting a new journal binding supplier – Spring 2020. We also reviewed the Modern Classics space requirements and commissioned cleaning of Archives store and deep clean of Library space.

Over summer 2019, we completed our review of public computer provision in the Library, including installation of desktop@ucl desks, and subsequently ensured migration of desk computers and laptops to desktop@UCL.

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

A project in February 2020 began to install new security systems, e.g. CCTV, new motion detectors, but this was put on hold due to the COVID-19 outbreak.

Staff, equality, diversity and inclusion

We co-ordinated and promoted IoN wellbeing programme and Teams for Mental Health Awareness Week May 2020, and developed Wellbeing collection and display in Queen Square Library. We also ensured that Library and Archives websites and online materials complied with new accessibility regulations, including auditing of QSA website.

Rossana successfully applied for and participated in Erasmus + Program International Staff Training Week for Librarians in Madrid in September 2019.

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

The temporary closure of the Queen Square Library, and the associated move to remote working has meant a shift to online CPD and training from March 2020, including:

* Learning new teaching tools, such as Camtasia, Articulate Storyline, in order to develop new, high quality online materials,
* participating in virtual UCL Library Services Summer School & Library services staff conference, Experience exchange.
* Joining Library Services’ wide Teams, including: Online Skills; Collection Strategy, Resource Sharing, Reading list engagement

Our participation in the Job Shadowing Scheme (hosting a member of School of Pharmacy library team) is currently on hold, pending re-opening.

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 over 60 face to face training and induction sessions (August 2019-March 2020), with over 580 attendees, including over 130 UCLH staff. (8 virtual one to one training sessions were provided from March-July 2020)

Over 400 NHNN staff are registered with UCL Library Services (as of March 2020), making over 650 loans and renewals. We provided over 70 items via Inter-Library and inter-site loans (August 2019-March 2020) or via electronic delivery of articles and book chapters.

There were over 15,000 visits to Queen Square Library (August 2019-March 2020).

The Library Twitter account has had increase in followers (1,280 followers and over 1,600 tweets in 2019-20) and there were nearly 50,000 page views of the Library website.

There were over 18,000 page views of the Queen Square Archives website, with over 100 items consulted (August 2019-March 2020) and over 170 images supplied.

Last update: October 2020

library@ucl.ac.uk

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