Queen Square Library & Archive: Annual report 2021-22

Queen Square Library is a shared resource between the UCL Queen Square Institute of Neurology & the National Hospital for Neurology and Neurosurgery (UCLH).

Services

The Library extended onsite access to computing facilities, including UCLH network and walk in access to UCL ejournals, and study spaces, as local restrictions eased. This was complemented by continuing online services below:

## UCL Electronic Collections and Document Supply

Requests for electronic copies of journal articles and book chapters from UCL electronic collection sent directly to NHS members via email

## NHS OpenAthens and library registration

Remote access to eresources for NHS staff and online library membership application.

## Virtual Training Support

Online individual and group training and support via Zoom and MS Teams.

## Online Library Chat service

LibChat, an online chat platform enabling enquirers to interact with members of Library staff in real time.

## Virtual archive content

Showcasing the Archives of the National Hospital.

## Click and Collect book borrowing service

## Reading lists

Delivering essential readings in digital format.

# Data and statistics

* Over 300 staff and students trained; over 60 training sessions delivered;
* Over 750 enquiries answered;
* Over 1,500 Twitter followers;
* Over 50,000 page views of the Queen Square Library website;
* Over 400 NHNN Library members;
* Over 7,000 visits to the Library;
* Over 700 Archive items consulted;
* Over 250 Archive images provided;
* Over 80 flagship journals bound.

*“Very happy with the service. Easy to use, the Library kept me updated at all stages and very fast”*

*“Fast response time. The staff in QS library are always very helpful and polite. The whole service provided including online is excellent”*

*“The Librarian who assisted me went above and beyond to help me with my issues. She was very responsive to emails and it was super-helpful considering students are working remotely and may be harder to obtain help compared to in person. Excellent service!”*

*“The library staff at QS went out of their way to help with my enquiry and request. They were so friendly, efficient and helpful, it was a real pleasure communicating with the whole team. Thank you!”*

*“Thank you so much for your training today, extremely helpful and motivational."*

# Strategic objectives

Queen Square Library continued to work on achieving the strategic objectives

set out in our strategy. Highlights include:

* Restoring and adapting services at the Queen Square Library site for September 2022;
* Hybrid delivery of training and support, including creation and delivery of a programme of 'live' online training sessions;
* Shell Shock beyond the War – A European perspective:: international symposium in April 2022;
* Re-instating onsite Archive displays including Women in Queen Square for International Women's Day 2022;
* Achieving gold award in UCL Green Impact 2022;
* Contributing to UCLH's successful submission of first NHS Library Quality Improvement Outcomes Framework.

We also said goodbye in April to Sandra Bamborough as our

Information Assistant, and welcomed Jennifer Milligan as a temporary

Information Assistant.

[www.ucl.ac.uk/ion/library](http://www.ucl.ac.uk/ion/library)