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

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, complemented by continuing online services below:

**UCL Electronic Collections**

Request for electronic copies of journal articles & book chapters from UCL electronic collections sent directly to NHS members via email.

**Click and Collect book borrowing service.**

**NHS OpenAthens and library registration**

Remote access to e-resources 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.

**Reading lists**

Delivering essential readings in digital format.
Data and statistics

Over 300 staff and students attended training sessions

Over 60 training sessions delivered

Over 750 enquiries answered

Over 700 archive volumes consulted

Over 400 NHNN library members

Over 1,500 Twitter followers

Over 7,000 visits to the Library

Over 80 flagship journal volumes bound

Over 250 archive images provided

Over 400 NHNN library members

Over 50,000 page views

Over 7,000 visits to the Library
"Very happy with the service. Easy to use, the library kept me updated at all stages and very fast."

"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 we (students) are working remotely and may be harder to obtain help compared to in-person. Excellent service!"

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

**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.