Queen Square Library & Archive: Annual report 2022-23

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 400 staff and students trained; over 70 training sessions delivered;
* Over 750 enquiries answered;
* Over 1,600 Twitter followers;
* Over 50,000 page views of the Queen Square Library and Archives websites;
* Over 300 NHNN Library members;
* Over 13,000 visits to the Library;
* Over 200 Archive items consulted;
* Over 100 Archive images provided;
* "I was totally surprised at the speed of response .... This could have so easily been ignored as too difficult Thankfully the staff came up trumps. And I am deeply appreciative of this supportive service".
* "Very helpful, thorough, and responsive staff from the initial email until resolution of the issue. Over and above expectations."
* "You always live up to your outstanding institutional reputation. Thank you."
* “Thank you to the ION Library staff for a consistently excellent service!”
* “Lovely staff, very prompt responses, fab facilities. Thank you for your continued brilliant services. From a very grateful NHS staff user of the libraries :-)”
* “The NHNN library is a delightful place to study.”
* “I had my library card after 3 hours from my online application, so I am very happy with the excellent service!”

# 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;
* Recruitment & induction of permanent Information Assistants to Queen Square Library team
* Hybrid delivery of training and support, including creation and delivery of a programme of 'live' online training sessions;
* Re-instating onsite Archive displays including including Gowers and Hughlings Jackson and Risien Russell and Critchley
* Achieving Gold award in UCL Green Impact 2023
* Developing and implementing UCLH Libraries communications plan as part of UCLH Libraries Steering group.

We also said goodbye in October to Rossana Rizzo as our Information Assistant, and welcomed Jennifer Milligan and Urszula Skiba as permanent Information Assistants.

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

August 2023