



QUEEN SQUARE LIBRARY

ANNUAL REPORT

2022-2023

www.ucl.ac.uk/ion/library

Our services

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:

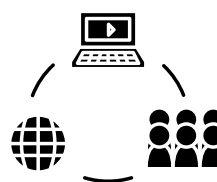


UCL Electronic Collections

Document Supply

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

Virtual Training Support

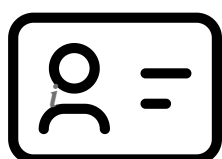


Online individual and group training and support via Zoom and MS Teams.

Click and Collect book borrowing service.



NHS OpenAthens and library registration



Remote access to e-resources for NHS staff and online library membership application.



Online Library Chat service

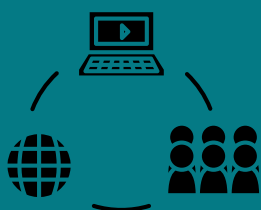
LibChat, an online chat platform, enabling enquirers to interact with members of Library staff in real time.



Virtual archive content
Showcasing the Archives of the National Hospital.



Data and statistics



**Over 400
staff and
students**

attended
training
sessions

**Over 70
training**

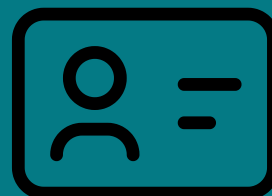
sessions
delivered



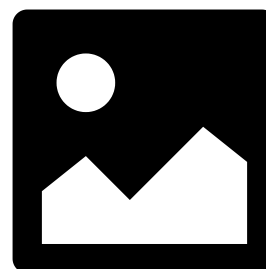
**Over 750
enquiries**
answered



**over 200
archive
volumes**
consulted



**Over 300
NHNN
library
members**



**Over 100
archive
images**
provided



Queen
Square
Library &
Archives
websites

over 50,000
page views



**Over 13,000
visits to the
Library**



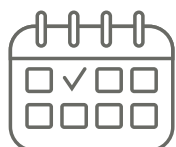
Over 1,600

Twitter
followers

- "Very helpful, thorough, and responsive staff from the initial email until resolution of the issue. Over and above expectations."
- "The NHNN library is a delightful place to study."
- "You always live up to your outstanding institutional reputation. Thank you."
- "Lovely staff, very prompt responses, fab facilities. Thank you for your continued brilliant services. From a very grateful NHS staff user of the libraries :-)"
- "Thank you to the ION Library staff for a consistently excellent service!"
- "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".

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 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.

