4.   REPORT FROM THE DIRECTOR OF UCL LIBRARY SERVICES
[LC Mins.31-33, 10.6.14]

Received:

4.1   The report at LC 1-02 (14-15), introduced by the Director of UCL Library Services.

Reported:

4.2   The Director of UCL Library Services commented on the ten areas linked to the Library Strategy and the UCL 2034 Strategy, and highlighted the following points.

4.2.1   The KPMG review on the Library's performance in supporting the student experience had resulted in a very good outcome, with substantial confidence in current processes and procedures and only minor areas identified for improvement. The Chair congratulated Library colleagues for the positive outcome (second best in the KPMG grading system).

4.2.2   The 2014 NSS score for Library was its second highest at 88%, a slight decrease since 2013 (90%). Library Services became affected whilst the Cruciform was refurbished and students were being directed to the UCL Science Library. The NSS results were broken down by academic departments where a score below 80% had triggered an investigation by the Director of UCL Library Services. Two such departments were in this category and investigations had begun.

4.2.3   Take-up of the Reading Lists@UCL service by UCL faculties and departments remained low despite being a valuable resource for students. A reading lists team in Library Services was available to support colleagues in digitising papers/arranging copyright clearance. It was noted some flexibility was required within faculties where certain subject areas had yet to appreciate the benefits of online reading lists with full-text attached.

4.2.4   A space for housing part of the UCL Special Collections in Bloomsbury would be welcomed whether in the form of a collaborative space with other institutions or for UCL to store its own collections. There continued to be a heavy demand for the UCL Special Collections to be brought back from Kew sooner than later.

Discussion:

4.3   The following main points were raised during discussion:
　　　It was noted that the new Student Centre opening in 2016/17 would create 1000 extra learning spaces. Discussions were taking place to offer students learningspaces at Senate House for the next 10 years in the UCL Hub @ Senate House.
　　　Space was again negatively commented on in the NSS survey as well as in the Student Barometer / International Student Barometer.
　　　Students preferred study spaces in addition to fixed computers and areas for laptops /tablets.
　　　A 10% increase was noticed in library usage this year; therefore it would be important to identify pressure points in the main learning spaces at UCL.
　　　The online, digital, library satisfaction result was 95%, the highest rating the Library had ever achieved as a result of high levels of investment from UCL.
　　　The new learning spaces need to be marketed to students to raise awareness.

RESOLVED:

4.4   That the Chair provide a written response to UCL SMT to reconsider the revised bid for the REF 2020 exercise, highlighting the recommendations from the KPMG report.
ACTION: Professor David Price

4.5   That the Director of UCL Library Services submit a response to KPMG, outlining the way in which the recommendations would be carried out.
ACTION: Dr Paul Ayris

4.6   That a space / IT demand questionnaire be circulated to users to identify user requirements and resources needed (ISD may have conducted some work on this, and therefore should be involved in this process).
ACTION: Dr Paul Ayris

4.7   That a mapping exercise be conducted around student loads and constraints in relation to Faculty students and Faculty hub spaces to effectively manage learning spaces and direct users to other UCL libraries as appropriate.
ACTION: Dr Paul Ayris

4.8   That the Director of UCL Library Services consider space available at the IoE library and how this could be utilised by users.
ACTION: Dr Paul Ayris

4.9   That the Chair and the Director of UCL Library Services contact all Faculty Deans to highlight and emphasise the support and services provided by library colleagues in

the general experience of the Library user, with a view to incorporate the Student Experience as a part of a KPA called The User Experience.

5.3.2   *Staff, equality and diversity:* There had been improvements to the gender balance within the Library Senior Management Team and Senior Leadership Team, with an increased recruitment of female staff. Plans were being proposed to work with Professional Services over three years to enhance and diversify of the staff profile across the whole of UCL Library Services.

5.3.3   *UCL East*: It was planned that 800 learning spaces would be created with a Learning Hub to support approximately 3000 students that would be based at the Stratford campus. There would be increased opportunities to work with the local boroughs, such as Newman Council, and local libraries to enhance public engagement and outreach work.

5.4   The Chair of LC commended the Director of UCL Library Services for the detailed Strategy and Implementation Plans.

6.   LIBRARY SERVICES STRATEGIC INVESTMENT PROPOSALS 2015-16

Received:

6.1   At LC 1-06 (14-15), the Library Services Strategic Operating Plan 2015-18, introduced by the Director of UCL Library Services

6.2   At LC 1-07 (14-15), Strategic Investment Proposals for 2015-16 for Library Services, introduced by the Director of UCL Library Services:

        Priority One: Material Resources
        Priority Two: E Resources

6.5   That the Strategic Investment Proposals at <u>LC 1-07 (14-15)</u>be endorsed and raised

11.   ANY OTHER BUSINESS

11A   Library usage

Reported:

11A.1   The following comments were raised:

> *Bartlett*: The number of Library users had decreased. This might be due to the fact that Architecture students were not based at this site, but in Hampstead Road.
> *SHS and Life Sciences*: Library usage was fine.
> *Laws*: The lack of copies of core text books was a concern and it was requested a special fund be allocated for resources that could not be delivered electronically.
> *Population Sciences*: NHS staff should be encouraged to use UCL Library Services; UCL should take up this issue nationally with the NHS.
> An online system displaying levels of usage at UCL libraries and in the centrally-managed Learning Hubs, similar to systems seen in car parks, would be useful to users.

RESOLVED:

11A.2   That the Director of UCL Library Services provide a breakdown of library usage levels for the next meeting of LC. Information Services would be consulted to obtain details of systems which would provide details of space usage and number of free learning spaces.

ACTION: Dr Paul Ayris

11B   Servicing of Library Committee

Reported:

11B.1   In noting that Ms Chandan Shah had recently taken over as Secretary of LC, the Committee thanked the former Secretary Mr Gary Hawes for his service to the Committee since joining UCL in 1999.

12.   DATES OF MEETINGS 2014-15

Noted:

12.1.   The next meetings of LC were scheduled as follows:

Wednesday 18 March 2015, 2.30 - 4pm, Ground floor meeting room, 2 Taviton Street
Thursday 4 June 2015, 10.30 -12pm, Ground floor meeting room, 2 Taviton Street

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