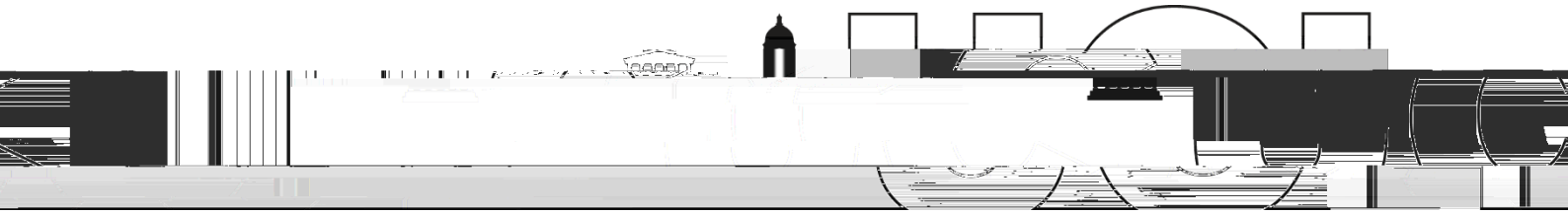

LIBRARY COMMITTEE

Thursday 14 July 2016

SUMMARY OF ACTIONS ARISING FROM THE MINUTES

Minute	Action required	Person(s) responsible	Due date
36.5	3 U R P R W H V W X G H Q W V ¶ X answers in forthcoming student surveys.	**UCLU Sabbatical Officers**	Prior to next student survey
	meetings on the progress made by Library Services towards achieving the CSE standard.	**Ben Meunier**	13 December 2016
38.2	Note that the Faculty-level teaching committees could enhance user engagement with reading lists by promoting the use of ReadingLists@UCL as intended.	**Faculty Library Representatives**	
38.3	Note that inconsistencies in the notifications circulated across UCL to promote the use of the Moodle and ReadingLists@UCL systems should be resolved prior to the start of the 2016-17 session.	**Dr Paul Ayris**	26 September 2016
40.1	Provide an update on the implementation of the Open Science agenda at the next meeting of LC.		

44.3	5 D L V H + ( ) & (¶ V Q H Z Y H U UKRR scheme as an item for discussion at a future meeting of LC.	**Dr Paul Ayris**	To note

Preliminary business

33 MINUTES OF 2 MARCH 2016 MEETING

33.1 Approved ±the Minutes of the Library Committee meeting held on 2 March 2016 [LC Minutes 19-32, 2015-16].

34 MATTERS ARISING FROM THE MINUTES
[see also 38, 39 and 42 below]

34A Pearson e-book licensing policy
[LC Minute 21, 02.03.16]

34A.1 Discussions had taken place between JISC Collections and Pearson regarding W K H O D book subscription model. Members of the academic community had written to Pearson to express that its offer for future e-book provision was too restrictive for the HE environment and therefore unacceptable. Since then, Pearson had proposed three new e-book subscription models, which were circulated among the academic community at the end of June 2016. The JISC Electronic Information Resources Working Group, chaired by Dr Ayris, would observe the preferences of different institutions for the proposed models in ongoing discussions with the publisher.

35 MEMBERSHIP

35.1 LC welcomed Dr John Sabapathy as the new representative for the Faculty of Social and Historical Sciences.

Matters for discussion

36 REPORT FROM THE DIRECTOR OF LIBRARY SERVICES ON THE IMPLEMENTATION OF THE UCL LIBRARY SERVICES STRATEGY
[PAPER 3-22 (15-16)]

36.1 Received ±a report from the Director of Library Services at LC 3-22 (15-16) on progress made in the / L E U D Q L Q L W L D W L Y H implementation of the six KPAs of the

noted that the CSE standard was a government accreditation for which any service-providing UK organisation could apply.

37.3 Fiona Whelan, Ambitious Futures Graduate Trainee, had carried out a gaps analysis across all 18 library sites. Following this, a Service Charter was drafted which VHW RXW /LEUDU\ 6HUYLFHV¶ FRPPLWPHQW WR and expectations of their users. User needs were identified from the results of the NSS and SB/ISB survey. A number of themes had been identified within the key CSE standard criteria, which would form the basis of working groups set up across 8&/¶V libraries to capture and action the requirements for each criterion. One of these themes, ODEHOOHG LQ WKH UHSRUW DV µ0LVFHOODQHRXV¶ KD DQG ZRXOG HQWDLO /LEUDU\ 6HUYLFHV¶ HQJDJHPHQW Student and Registry Services and ISD. The actions recommended in order to take forward plans to attain the CSE standard included formulating a budget and trialling feedback initiatives around the user experience. It was noted that project management would be undertaken by a CSE group comprising a number of working and task and finish groups, possibly driven by the newly appointed Head of Customer Services. Once CSE accreditation had been achieved, Library Services would continue to pursue improvement in the quality of their customer service.

37.4 LC was asked to comment on and approve the Service Charter for implementation in the 2016-17 academic session. During discussion, it was observed that /LEUDU\ 6HUYLFHV¶ FRPPLWPHQW WR SURYLG RI UHVRXUFHV¶ FRXOG EH SUREOHPDWLF DV µRXWVW therefore measure. Suggested changes to the wording included removing the adjective or expressing the measurement against which it would be judged. It was noted that service standards would be defined for each area of the CSE standard and measurable targets then set. Some concern was expressed in relation to the recommended use of role-play in recruitment interviews, given the prevalence of this recruitment activity in the retail sector and the distinct nature and purpose of the services provided by a university library. It was noted that both public institutions (such as the Intellectual Property Office and Winchester City Council) and private organisations (such as Prestige Nursing Ltd and Transglobal Express Ltd) currently held the CSE standard. LC agreed that the Library should maintain its essentially educational nature and continue to promote an enthusiasm for books and resources.

RESOLVED

37.5 That LC approve the Service Charter for UCL Library Services with an amendment made to the wording of the fourth commitment to users.

37.6 Ben Meunier agreed to provide reports at future meetings of LC on the progress made by Library Services towards achieving the CSE standard.

ACTION: Ben Meunier

38 READINGLISTS@UCL
[PAPER LC 3-24 (15-16)]

38.1 Received ±a report at LC 3-24 (15-16) on progress made by Library Services in implementing ReadingLists@UCL.

Library Committee ±

lower than in the case of some of the other Russell Group institutions. It was noted, however, that some of the Russell Group universities had embraced the use of digital reading lists much earlier than UCL and that this was likely to have made a key contribution to their higher download figures. In response to queries raised at the last meeting of LC, it was reported that an increase in e-book downloads between 2013-14 and 2014-15 was university-wide and not simply a result of the UCL-IOE merger.

39.3 Library Services faced a number of challenges in delivering increased access to e-books. Obstacles included the high value placed by publishers on individual sales of textbooks to students, which meant that their library subscriptions to the equivalent digital resource often entailed stringent access restrictions. In addition, the use of e-books was not evenly practiced across different disciplines, with some areas (such as History of Art) tending to use a higher proportion of hard copy resources. HEIs, with the assistance of JISC Collections, were in the process of negotiating their e-book subscriptions with commercial publishers with the aim of securing new deals within the framework of a revised publishing business model. Agreements, if reached, would help to improve the L L E U D ebook provision. Another suggested course of action was to invest significantly more in e-book resources, in order to bring the UCL metric into line with the sector average. It was reported that some 87,000 unsuccessful D W W H P S W V W R D F F H V V e-book resources had been made by UCL students between August 2015 and April 2016, indicating that there was currently a gap in provision. Dr Ayris added that a bid for priority strategic funding could be made in order to invest in e-resources, as the Library was clearly not meeting current demand.

39.4 It was questioned whether some of the budget currently spent on resources in paper copy would be more effective if spent on electronic copies. During discussion, it was suggested that preferences for hard and electronic copies might vary across different Departments and that one single approach to resource provision might not effectively meet demands across all disciplines. As relatively few negative responses in the SB/ISB survey concerned e-book provision, it was suggested that further investigation was required in order to establish the level of demand for additional digital resources. Dr Ayris explained that Library Services would continue to discuss e-book provision with UCL Faculties before deciding how to prioritise future spending.

40 UPDATE ON OPEN SCIENCE (SCIENCE 2.0) IMPLEMENTATION

40.1 Dr Ayris would provide LC with an update on the implementation of the Open Science agenda at its next meeting.

ACTION: Dr Paul Ayris

41 REPORT ON LIBRARY DEVELOPMENTS IN THE FEDERAL UNIVERSITY OF LONDON

41.1 Received ±an oral report from Dr Paul Ayris, Director of Library Services, on developments taking place across three working groups of the Federal University of London: the Subscription Working Group; the E-Resources Working Group; and the Special Collections Working Group.

41.2 The Subscription Working Group was currently considering the future of the library subscription model for use of the Senate House Library in the context of a perceived shortfall in funding. Several options had been proposed, which Dr Ayris briefly summarised for LC. A report would be submitted to the Collegiate Council later in 2016 and it was anticipated that the Subscription Working Group would likely be presented at its next meeting with a draft report outlining each of the options in greater detail. / & 2 I I L F H U V D I I L U P H G W K H L U D S S U H F access to the Senate House Library, noting that many postgraduate research students made use of the available study space.

41.3 The E-Resources Working Group was currently investigating the cost of networking e-resources from Senate House Library, while the Special Collections Working Group was considering use of the space in the Senate House tower to house special collections from UCL and other Colleges in the Federal University of London. Prior to its meeting in September, the Working Group would gauge interest levels in the use of the tower for this purpose. Dr Ayris would provide a further report on Senate House to LC at its next meeting.

ACTION: Dr Paul Ayris

42 LEARNING SPACES
[PAPER LC 3-26 (15-16); PAPER LC 3-27 (15-16)]

42A Update on learning spaces at UCL

42A.1 Received ±the paper at LC 3-26 (15-16) on learning spaces, presented to Estates Management Committee at its meeting on 15 June 2016, introduced to LC by Ben Meunier.

42A.2 Library Services were working with Estates and the Planning Team to fulfil the demand for learning spaces on campus. The ratio of students to library spaces at UCL in 2015-16 was recorded at 10.4 students per space. This exceeded the Russell Group average of 9.6 students per study space, placing UCL in the 18th ranking out of the 24 Russell Group institutions. Library Services, as part of UCL 2034 and the Library Services Strategy 2015-18, was working towards at least meeting the Russell Group benchmark in its provision of learning space. The new Student Centre, once opened in 2018-19, would provide an additional 1,000 learning spaces. Until then, additional learning space provision would need to be considered in order to accommodate the current growth in student numbers and at least maintain the student experience. Estates had drawn up a number of options to provide interim spaces, including opportunities in the Main Quad, amongst others. An architectural survey report would be received in the autumn and would inform the decisions taken.

42A.3 Learning spaces had been defined to include Library-managed learning spaces, Department-managed spaces which could

42A.4 In the short-term, Library Services, ISD and Estates were exploring the possibility of creating a real-time space occupancy system, with an app that ZRXOG LQGLFDWH DYDLODEOH VSDFHV ZLWKLQ ZDONL Over the longer-term, the intention was to consider additional space provision at UCL East.

42B Provision of learning/research spaces for postgraduate research students
[LC Minute 26, 02.03.16]

42B.1 Received ±a report at LC 3-27 (15-16) from Ben Meunier, Assistant Director (Public Services), Library Services and UCLU on current and future provision of designated postgraduate research student learning spaces.

42B.2 The growth in postgraduate research student numbers at UCL over the past five years had been significant. At its last meeting, LC had requested that an exercise take place to plot the learning spaces designated to postgraduate research students across campus. Estates and the Planning Team were currently working with Library Services to capture these spaces in a mapping exercise that would be completed during the summer. Discussions regarding postgraduate research/learning spaces and recommended actions had taken place between Ben Meunier, Estates and UCLU, the product of which was presented to LC in the report at LC 3-27 (15-16). To meet immediate needs for designated postgraduate research space in the short-term, three options were proposed: use of the ground floor of the Wilkins Building; increasing the opening hours of the Main Library to provide access on a 24-hour-per-day, year-round basis; and refurbishing the former SEnIT Suite in the South Junction. In addition, there would be a retention of the study spaces in the Main Library which had replaced the former Research Grid.

42B.3 It was noted that this item was better placed for discussion by LC than for approval. During discussion, it was pointed out that the option proposing continuous opening hours for the Main Library would be valuable but would not necessarily address SRVWJUDGXDWH UHVHDUFKHU needs for access to designated learning spaces. The next step would be to present the devised short-term options to Estates Management Committee. Ben Meunier would report to the Estates Management Committee that LC would support all three short-term initiatives, particularly the options to use space in the Wilkins Building and South Junction, as these two options would more directly address the need for additional designated postgraduate research study spaces. Ben Meunier agreed to report to LC on the outcome.

ACTION: Ben Meunier

43 POLICY ON STAFF LOAN LIMIT
[PAPER LC 3-28 (15-16)]

43.1 Received ±the paper at LC 3-28 (15-16) outlining two proposals to amend the ceiling on the staff library loan allowance, introduced by Professor Richard North.

43.2 At its meeting on 17 December 2015, LC approved revisions to Library user loan levels, including a 40-item limit for staff. The rationale for rolling out revised loan limits was to align policies across the university following the UCL-IOE merger and to ensure the availability of resources on library shelves.

43.3 6XEVHTXHQW WR /&¶V DSSURYDO RI WKH UHYLVHG ORI staff loan allowance had been discussed at the meeting of the AH-SHS Joint FLC held on 19 May 2016. Arising from these discussions was a proposal from the FLC to reinstate the former longstanding policy of an unlimited entitlement for staff borrowing. It was argued by the FLC that curtailing staff borrowing rights would make a negligible difference to aggregate loan levels, given the efficiency of the recall system and that only 30 staff from across UCL were currently borrowing in excess of the 40-item loan limit.

43.4 Professor North had also submitted a proposal to LC which advocated the retention of the existing loan policy as approved by LC in December 2015, with a proviso that academic staff may on occasion be permitted to make a case for, and receive, an unlimited loan entitlement.

43.5 During discussion, it was pointed out that the process of approving a revised loan policy had occurred within a relatively short space of time, with potential implications for consultation levels. This raised the question of whether an amendment to the policy should be considered. It was noted, however, that internal consultation had taken place prior to approval, in light of the UCL-IOE merger, and that an unlimited loan entitlement would be unusual for the sector, even in the case of research institutions. Furthermore, LC had been aware of the number of staff with borrowing levels in excess of 40 items at the time at which the revised entitlements were approved. In response to the issues raised by LC and the AH-SHS Joint FLC, it was agreed that a two-year extension of the unlimited staff loan allowance for current staff borrowers with more than 40 items on loan should be implemented in transition to the policy as agreed by LC on 17 December 2015.

RESOLVED

43.6 That the unlimited library loan entitlement be retained for the following two-year period for staff borrowers with currently more than 40 items on loan; that the 40-item limit apply to all other staff effective from September 2016. Arrangements for the unlimited entitlement would be reviewed at the end of the two-year period.

44 ACCIDENTAL DISPOSAL OF ARCHAEOLOGY JOURNALS
[PAPER LC 3-29 (15-16)]

44.1 Received ±the paper at LC 3-29 (1516) regarding the disposal of archaeology journals, introduced by Professor Richard North.

44.2 At its meeting on 19 May 2016, the Institute of Archaeology Library Committee had discussed the consequences of the accidental disposal of a number of archaeology journals under the UKRR scheme. It was reported that 34 separate journal runs had erroneously been discarded, of which 17 had no electronic counterpart. Many of these were image-rich journals containing high quality photographs, for which electronic substitutes were not found to be fully adequate. The loss of the journals had been brought to the attention of the Institute of Archaeology Library Committee by Professor Jeremy Tanner as a result of repeated, unsuccessful attempts to obtain the journals in question from the Library stores. It was noted that, following consultation within the Faculties of Arts & Humanities and Social & Historical Sciences, Professor North had