

User Advisory Forum minutes
Wednesday 10 June 2020
Microsoft Teams meeting

Chair: Maria Castrillo (MC)

Minutes: Lisa Miller (LM)

Staff Attending: Maria Castrillo (MC), Richard Espley (RE), Nicholas Forbes (NF), Christopher Foreman (CF), Caroline Kimbell (CK), Lisa Miller (LM), Roy Oostwouder (RO), Richard Warren (RW)

A list of forum members may be found on the User Advisory Forum webpage

	Minutes	Action/Outcome
1	<p>Welcome and Introductions</p> <p>MC welcomed everyone to the final User Advisory Forum 2019/20 and said how grateful we are to members for their attendance.</p> <p>MC informed attendees that the meeting will be recorded for the purpose of taking the minutes and will be deleted once these have been approved and circulated. There were no objections made.</p> <p>Etiquette for the meeting was covered, with how to ask questions and how to participate throughout the meeting.</p> <p>MC covered the agenda for the meeting and introduced CF to talk about the SHL COVID-19 response.</p>	

2	<p>SHL Response to COVID-19</p> <p>CF introduced himself to the group and presented the SHL response to COVID-19 and covered what SHL has been doing in relation to virtual services during the crisis, return planning and the user charter. The presentation on the Library Modernisation Programme (LMP) will be circulated after the meeting due to time restrictions.</p>	<p>Circulate the recorded presentation on the SHL Library Modernisation Programme (LMP)</p>
3	<p>Questions and answers</p> <p>This was an opportunity for forum members to ask CF questions after the presentation and are recorded here:</p> <p>Q1. Would it be possible for readers to have their memberships extended for the duration of the time the library was closed?</p> <p>CF We have already extended memberships of undergrads we knew were expiring. Is there a particular group of memberships you were thinking of?</p> <p>PhD, visiting staff of UOL institutes.</p> <p>We will look at that for you, we are talking to all of the institutions around their practice, what they are doing and trying to align with that. We have to offer a service that is understandable and in line with what other people are doing so we will chat to them.</p> <p>Q2. Could I ask about paying members from outside university</p> <p>CF I think we can do something with that.</p> <p>CK I think it is on a request basis for individuals. We have had conversations with our main institutional users NCH and New York University. A lot of their Spring programmes had to be cut short as students were recalled to the States. So we are looking at what happens to term dates, what happens to registration periods. There are lots of flex and amnesties going on around membership periods because we are all in the same boat so no one is going to have their membership terminated when they need a couple of weeks or months to get stuff back to us or see things through to the start of the new year.</p>	

	<p>Q3. Will it be no longer possible, at least initially, to go to a shelf and lift/examine a book?</p> <p>CF - It is very unlikely that we will have any reader access until at least September. Some other libraries are saying they are going to have a no browsing policy. I won't name them because I suspect some will change their mind.</p> <p>In that context, even when people re-open they are thinking at the moment about how to restrict access to the physical books to go and touch those. Initially only our staff will be able to access the building, and I have been strict with staff about who can come in. We are quite happy to go and look for things for you and bring them down in the context of the click, collect and return service.</p> <p>RW Echoing what Chris said, there will be absolutely minimal staffing levels - and we will be very closely monitoring usage and service levels. Certainly there will be no "user" access to the physical library in the near future. We will be taking guidance for building access from the central University.</p> <p>Q4. Can you extend offsite access to paying members specifically for non-university members?</p> <p>CF To briefly answer that, it is possible where the publisher has made things available to us, so that is down to licensing and agreements. For Senate House, those things are rather complicated because we are not a traditional university in the way that most publishers see us so we have to negotiate every license with the fear of the publisher's perspective that we could open up 140,000 members of the University of London as well as other groups so they are usually quite specific. Some e-resources we do have off-site access, we do allow access to non-paying members and temporarily publishers have opened up additional access. We have kept our LibGuides up to date as to what those are. That's good in terms of the extended access.</p> <p>Recently publishers have made things available on the Coronavirus and databases pertaining to that. They have also made more things available that relate to the Black Lives Matter movement. If there are particular resources, it is always helpful for us to know that they are in demand because then we can look at the feasibility of negotiating any access agreements for particular resources. It is not always easy, we can't always do it - but is useful for us to know.</p>	
--	--	--

	<p>Q5. Do I understand correctly that, for the time being, the reference aspect of the library will not function? That is to say, one cannot go to the collected works of Bach?</p> <p>There are a few things we are looking at in terms of allowing access. We won't probably be able to loan those but what we might be able to do is scan things for you to use. We are hoping to provide a scanning service to access particular collections but we can't allow you to go in and browse. We are still in the feasibility of those particular aspects around scanning etc. We will look to evolve those services if we possibly can. We want them to be responsive.</p> <p>Q6. The reasons why Senate House is really useful for checking references so to say, "can you get me a scan of page of this book" to make sure my notes are accurate, would be a really helpful service.</p> <p>CF that is exactly how we foresee it really being useful to people as we know a fair proportion of our collection is reference only. We are looking at extending the loan options of those but it might not be feasible for everything but that is exactly why we are thinking of launching a scanning service. We would need specific requests in order to get the right material, so fingers crossed we are able to launch that service!</p>	
4	<p>Senate House Library User Survey 2020 results</p> <p>MC introduced LM to talk about the survey results. LM has been working on extracting the results and developing a full report about what our users have told us about the library and LM shared the headlines of the results within a presentation which covered the answers to the questionnaire and comparisons with previous surveys on user satisfaction.</p>	Share details of the user survey results within the reports once approved for circulation
5	<p>Questions and answers</p> <p>This was an opportunity to ask LM about the results of the survey:</p> <p>Q1. Are you happy with your current user profile? Because what you are getting in a sense is a valuation of the services by the current users rather than by potential users that might be different and I wonder if you thought that you would like to have other types of potential users or whether you anticipated that your current profile was the right one?</p>	

	<p>LM I think this survey focuses on our current users, so we want to see what people who use the library, how they feel about our services. I think we might need to do a different type of survey if we are looking at potential users if that is what we wanted to focus on.</p> <p>The reason I ask, there's a lot of discussion in history circles about independent scholars, this has been raised by the whole question of open access to journals and the funding of that, at the moment Senate House is one of the libraries in principal is available to independent scholars, but there are very few in your survey.</p> <p>To what extent would you like to attract more given that history and the humanities are the interests of a lot of independent scholars whether retired schoolteachers or whatever?</p> <p>LM I anticipate that would be down to the marketing if we were to do the survey again in two years it will be how we market the survey if we wanted to target it at specific users, to get more response rates from them.</p> <p>This is more an observation than a question, I know you did point out this survey was conducted pre COVID-19. I thought it was really interesting that 64% of those who responded to the survey said they use the library as a study space. I'm assuming they mean a physical study space and secondly the percentage who would like to extend the current opening hours, I think that is going to look very different in the coming academic year when the library does begin to open in September with only 25% capacity available. I know there's no answer to that it's really just something I found interesting when so many students are using the library as their physical study space and I know that is going to look very different in the next year or so.</p> <p>I suppose next year's survey is going to look quite different on the back of COVID-19 I know it's early days yet thinking about next year's survey, would you think about the possibility of putting out a survey around the COVID-19 experience of using the library?</p> <p>LM I think that is something we would need to decide whether we would do that. We are already thinking that any recommendations or conclusions we draw from this survey are very much reliant on what we can do in the new situation that</p>	
--	--	--

	<p>we will be dealing with. The answer to your first question, I presume it was physical study space as a reason for using the library and I think with this survey we will probably look at running it again in two years' time but whether we would want to do something post COVID on the response by this library and how users have perceived it would be something we would need to discuss.</p> <p>MC I think it is an interesting idea and something we might consider for example in 12 months' time depending on how things have changed. It would depend on many factors.</p> <p>CF The survey has been analysed while we have been working from home and there is, of course, an irony of talking about extending opening hours when there are no opening hours physically and on some of the other trends. For example, there was a really low request rate for virtual services if we re-ran the survey now, I suspect people would value them a little higher. The survey is a really interesting guide to understand what our users' value, so it is really interesting to look at it in that way. We are all now talking to other colleges and institutions and directly talking to Birkbeck and SOAS etc. so this survey sits in that context really. The conversations I have had in the 13 weeks now with colleagues of our stakeholders, who have a vested interest in what Senate House Library provides and what they think Senate House is there to do, and they see Senate House as a major provider of eresources. That is very different to three or four years ago. I have to look at the survey in that context. 80% of our funding comes from that federal member group, I can't help but hold our services up to scrutiny in that context. Things like the virtual services we are now offering live chat give us more opportunity to talk directly with users where we get really good qualitative data through those about what's important. The decrease in satisfaction around alumni is worrying but I am not entirely sure what's behind that, I can guess that might be frustration around particular eresource access but we need to examine that closer. We are going to do lots of follow ups and ask user groups to talk to them about this and getting ideas. Whether we do that in survey form or other mechanisms. I would usually like to follow up surveys face to face but that is something we can't do at present - so suggestions welcome.</p> <p>RW The speed with which we transitioned from a physical library to a virtual library was so significant. I think we did most of it in about 3 days. We had a necessity to put a lot of services online so we had the automated registration system and opportunities</p>	
--	---	--

	to expand upon and add more and more online services, things we couldn't have done or potentially wouldn't have wanted to do had we not found ourselves in this situation. I suspect when we move to a new normal it will be more like a hybrid model more online and in person so we will get the best of both worlds eventually.	
6	<p>Summary of the meeting and what happens next with the feedback from the User Advisory Forum 2019/2020</p> <p>MC We plan to review the feedback from the past meetings, the suggestions and what has been communicated to us on the direction you would like to see the library moving towards in the near future. Reflect on this and summarise the findings of what we have learnt. Present these to the Senior Management Team for further consideration and then act on the recommendations.</p> <p>MC discussed the possibility of extending membership of the forum members into 2020/21 due to the limitation of recruiting new members in the next year. A decision is yet to be made but explained that we may contact forum members to ask if they want to continue for a further 12 months.</p> <p>MC mentioned LM will contact members about their choice of National Book tokens or John Lewis vouchers to reward loyalty and commitment to the forum and to ask if they would like a certificate of recognition of contribution to the forum for a CV or to demonstrate continuous professional development.</p>	<p>Respond to any questions arising after the meeting regarding the information in the presentations</p> <p>LM to contact members about vouchers and certificate</p>
7	<p>AOB</p> <p>MC Thanked everyone for their participation and contribution and how it has been a fantastic experience to have the User Advisory Forum this year, for views and perspectives and how this is appreciated amongst colleagues.</p> <p>CF Thanked the forum for challenging what we do and holding us to the microscope and that it helps to make services relevant and appropriate.</p> <p>RW Thanked everyone for participating and providing feedback.</p>	