

User Advisory Forum minutes

Wednesday 23 October, 12:00-2:00 pm

Seng Tee Lee Seminar Room, 4th floor, Senate House Library

Chair: Maria Castrillo (MC)

Minutes: Lisa Miller (LM)

Staff Attending: Caroline Kimbell (CK), Richard Warren (RW), John Tuck (JT), Leslie-Ann Campbell (LAC), Richard Espley (RE), Maria Castrillo (MC), Lisa Miller (LM)

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

	Minutes	Action/Outcome
1	<p>Welcome and Introductions</p> <p>Forum members and library staff introduced themselves to the group with their name and affiliation.</p>	
2	<p>Why the forum exists</p> <p>MC directed members to the terms of reference and the purpose of the forum. LM covered the benefits of taking part in the forum, agreement and commitment to the group and consent for adding a list of members to the forum webpage.</p>	LM to follow up requesting consent and confirmation that members agree with the terms of reference.
3	<p>Operating Plan 2019/20</p> <p>RW and CK presented the Operating plan 2019/20 to the group. Members took the opportunity to ask questions related to this before and after lunch.</p>	Further details in appendix 1.
4	<p>Member Discussion</p> <p>The group was split into four tables to focus on specific areas to discuss in future forum meetings: collections, services, engagement and space.</p>	Further details in appendix 2.

5	Summary of discussion Each table fed back to the whole group on each of the four areas. Additional comments received from this discussion include; look at improving the current fine payment system, highlight collections in other Bloomsbury libraries, increase opening hours over the summer period as they are currently limited; Look at being more inclusive for example; researchers do the majority of their work over the summer.	
6	AOB None	
7	Date of next meeting 29 January 2020 – 12.00-13.30	

Appendix 1.

Operating Plan 2019/20

Questions and Answers

- 1. Q. What can you access via the laptops as opposed to the catalogue PC's? E.g. resources,**
A. RW to take this back to see if there are any discrepancies but it may be to do with membership login and access.
- 2. Q. What is wellbeing**
A. LAC a lot to do with mental health and we will be having a wellbeing collection. We have a duty of care to our members. RW Feedback on accessibility and wellbeing encouraged.
- 3. Q. Could members of the forum contribute to the questions that are asked in the next survey? Can we look at the user satisfaction survey to provide feedback?**
A. MC we will be looking closer at user experience in the coming year and a key area will be the survey.
- 4. Q. How do you decide how much to allocate to exhibitions and events.**
A. RW we review what we did last year refer back to University based on statistics and make a business case. MC this budget also covers marketing, library guide, history day etc. and is wide ranging.
- 5. Q. how many fabric bags have we sold for the exhibition?**
A. LM we don't have the figures here.
- 6. Q. Does the library have key performance indicators (KPI's) o we have KPI's**
A. CK we do have KPI's within the library teams.
- 7. Q. For the library conferences, was there a call for papers?**
A. MC yes it was advertised and yes want to do more conferences but these have been limited as a result of the boycott.
- 8. Q. What is the aim with the exhibitions**
A. MC we want to ensure we engage with audiences outside our core audiences and that we share our collections as widely as possible outside of academia.
- 9. Q. How do we develop collections**
A. RE librarians select every new item to the library and 95% of reader suggestions are books that are purchased. Readers understand the collection.
- 10. Q Does the exhibition and bringing people into the library convert into library members?**

- A. MC we are currently looking at how we convert this to membership and also looking at how collections can be more inclusive.

11. Q Could music be the 9th core subject area?

- A. MC might be a portfolio for the art collection.

12. Q. I did not receive the last survey is this sent to staff.

- A. LM we can look at how we send it and who we send it to for future surveys.

Appendix 2.

Member Discussion - The group separated into four tables with each discussing one of the following areas: collections, services, engagement and space. Below are the notes that were fed back to the whole group.

Collections

- Modern students, digital, search functionality, less appetite for paper over e-books for research, Eprint?
- E- books packages – new books would be wonderful to have total/near total coverage in SHL Springer/Wiley e.g. service to researchers
- Centrality of offsite access – maybe investigate offsite access to least selected resources for non-UoL members rather than thin coverage of every subject
- Importance of comprehensive/representative holdings on subject
- Buying with reference to what is in London – how important is the coherence of SHL in itself? (Auto-reg and shared cards)
- Difficulty understanding what classification is (NCH)
- Digitisation of UOL Senate Minutes? (History relevant to study nationwide)

Services

- Opening hours more flexible on evenings and holidays for working people and non-traditional students, especially in summer
- Auto-renewals and online payment system (better than the one currently in place)
- Transparency over funding from different sources (e.g. colleges vs. individuals) where do the subs go?
- More signposting to external collections where books aren't available at SHL (e.g. links to SCONUL and M25 consortium search)
- Document supply very expensive!
- Journal tec. Access very good.

Engagement

- Promote SHL's location and literary history e.g. Bloomsbury writers, academics, Virginia Woolf, T.S. Eliot
- Exhibition focus on Bloomsbury literary figures
- Bloomsbury publishers, Harry Potter, Dennis Publishers, Shades of Grey for public impact
- Collaborative relationships with secondary schools e.g. A level students
- Library tours
- External Sponsorships for exhibitions, e.g. American Studies Collection
- Route to Impact, Increased visibility of academic events (keynote addresses)
- Improved communications of events- frequency of social media posts and marketing/ads

Space

- Service desk- subject specialist listings? – arrangement to speak to specialist librarians
- Reserved study space for specific subjects?
- Develop space in the library for food and drinks?
- Power supply for all tables?
- Set up group spaces? (survey for demand)
- Temperature control
- Direction
 - Signs at staircase
 - Landing – signage within floors
 - Navigation
 - Where you are on the map
 - Signage to gallery in periodicals room
 - Identification of level which book is held