

User Advisory Forum minutes

Tuesday 17 November – 11:00-12:30

Online meeting - Microsoft Teams

Chair: Maria Castrillo (MC)

Minutes: Lisa Miller (LM)

Staff attending: Maria Castrillo (MC), Caroline Kimbell (CK), Lisa Miller (LM), Richard Warren (RW), Leslie-Ann Campbell (LAC) Scott Miles (SM)

A list of Forum members (FM) may be found on the [User Advisory Forum webpage](#)

Apologies: Richard Espley (RE)

	Minutes	Action/Outcome
1	<p>Welcome & introductions</p> <p>MC welcomed new and existing members and explained the purpose of the forum. LM outlined the terms of reference and how members can get in touch about forum related matters. MC invited everyone to introduce themselves, how they are affiliated to the library and reasons for wanting to join the forum.</p>	LM to request consent to list names of members on the forum webpage
2	<p>SHL Library Services</p> <p>RW Gave an overview of how quickly the Library and University responded to the necessary changes in service due to the Covid-19 epidemic. The impact this has had on planning with very limited information initially on the severity this would have. There were only a few days to arrange everything before closing the library the week of 17.03.20. Then working from home transforming to an online library, policies and procedures staff adapting with the number one priority of the health and safety and wellbeing of staff and users. Demand is there for the current services.</p> <p>LAC gave a presentation on a service update on the Covid-19 response, return planning and how we have been doing since June with virtual services including live chat, space bookings,</p>	

	<p>click, collect and return, new online registrations for federal member institutions (FMI's), mail relay to return books from other FMI's, postal loan and scanning requests, Special Collections now open during specific times. The library is working now on resuming stack and offsite store ordering. Able to continue commercial scanning and digitization, we are waiving fines during this period and offering free printing, scanning and copying until the end of January 2021. Librarians have been able to move inductions online.</p> <p>Depending on staff levels, we hope to increase the opening hours after the Christmas break and if we can, open library areas for browsing.</p>	
3	<p>Questions & answers</p> <p>FM, A question about the depository at Royal Holloway and when will it be open again to be able to drop books off to send back to the library. It would be helpful for there to be a clear communication sent to library staff at Royal Holloway as to what the state of play is with the depository?</p> <p>RW, there was quite a challenge to get the depository open again. It opened late June/July but I think the point is more about the communication. We can pick that up.</p> <p>FM Inter library loans, it is brilliant if people can get into the library for click and collect or get into London to use study space. For those of us who can't, we are unable to get hold of material. I was interested in what Leslie said about the postal loans and scanning service, would this be an alternative to inter-library loans.</p> <p>LAC, we haven't opened our inter library loans facility just yet but we will consider any requests we have received. Right now, scanning is free of charge and we are working on a postal loans service where you only pay for the items that are ordered. We are happy to post items out to users, they just need to tell us what they need. So, come to us directly.</p> <p>RW We can make sure these points are flagged up and that they are more prominent on the website.</p> <p>MC Maybe we could incorporate that into the frequently asked questions RW it might be there already but we can make sure it is more obvious.</p>	<p>Staff (TBC) to follow up points about communications for depository returns and the visibility of postal loans on the website</p>

	<p>FM can we tell what type of issues the tickets were about? i.e., how many are remote access issues? Fines etc.? So put them in categories? Subjects?</p> <p>RW Yes, the system we use allows integration of the tickets for analysis</p> <p>FM I wonder if, in time, the Library might consider extending their operating hours from Monday to Friday? Obviously not right away, but it would be nice in any case</p> <p>RW Yes, this is on our radar. We are only able to do this if we have sufficient staff to run the service. As Leslie has described - we're currently operating in a "bubble" based mode which, whilst mitigates (some) risk around staff health risks, does directly impact on the number of staff we have available to run the services. If we can find a way, I would like to explore opening longer hours.</p>	
4	<p>SHL Digital Resources: an overview</p> <p>SM gave a presentation on SHL digital resources, some of the challenges and Covid-19 resource use and how the focus of SHL resources is in the Humanities and Social Sciences, SHL acquisitions focus on digitized primary sources or specialist resources not widely held in the University of London colleges. It also covered subscriptions, perpetual licensing over annual subscription where possible, the SHL user groups, and E first acquisition strategy for books and journals, subject resources, biographic resources, digital scholarship and digital scholar lab, licensing challenges for a broad user group.</p>	
5	<p>Questions & answers</p> <p>FM, might it be possible to have more support for modern foreign language students. Could Senate House Library take out a subscription to one of the major French arts and humanities Journals e.g., Cairn Info particularly needed now as physical access is not possible https://www.cairn-int.info/libraries.php.</p> <p>SM, we have some single titles from them. They do offer a full platform and it is something I have discussed with our academic librarian who is responsible for modern languages but as always there are budgetary restrictions even more so now and universities struggling with their budgets but yes that's something that is on our radar the Cairn journal collection.</p> <p>FM, Bibliothèque nationale de France has a link, and you can register with the BNF https://www.bnf.fr/fr and you can get</p>	

	<p>free access to a load of stuff simply by saying you are a student here in the UK.</p> <p>FM options for free access at the beginning of the Covid-19 crisis publishers offering access for free content and would be useful to have this access permanently.</p> <p>SM Between April and July many publishers opened access to their content temporarily for free. This was offered around access that was already in place in universities. For their subscribed content. JSTOR was a big contributor to that as was Bloomsbury. Most of those schemes have finished now, but JSTOR is continuing to offer additional content access to the end of the academic year. Senate House Library already subscribes to most of that content, so it does not add much for us. Many of the access schemes turned into purchase offers. There aren't many schemes still offering free access to what was pay walled. Many publishers are working towards open access publishing. Libraries simply don't have the money to continue with these 5%, 6% annual increases in content.</p> <p>CK We enjoy free access to the collections for which we are the main content provider - Making of the Modern World is by far the biggest, but we have contributed to around 30 e-resources and readers worldwide can use our special collections and archives online thanks to these publisher partnerships.</p> <p>We are also preparing another tranche of 18th century sources for a new module of ECCO (Eighteenth Century Collections Online) - this has unearthed some extremely rare/unique 18th century music sources at the Egham depository e.g. the programme/texts of a 1773 benefit concert for victims of a hurricane in the West Indies at Covent Garden.</p>	
6	<p>Summary of the meeting</p> <p>MC asked the group what you would like to tell us and what you hope to get out of the user advisory forum and what you would like to cover in the coming year. MC described the format of the meetings of one or two presentations followed by questions on a topic and asked if people were happy with this.</p> <p>FM This works well for me. Perhaps we can send ideas before the next meeting and everyone seemed happy with the format to encourage participation.</p> <p>MC, we can send a reminder a month with ideas and compile agenda and if you have any ideas or any themes you want to see</p>	<p>LM To send a reminder a few weeks in advance of the next meeting for ideas for the topics, items for the agenda</p>

	in the forum let us know as the forum is for you to tell us how you would like the library to continue to provide services for our users.	
7	AOB MC invited the group to the Magical Mind – The World of Terry Pratchett as part of the Being Human Festival FM asked about a distribution list of members Next meeting 23 February 2021 – 11:00-12:30	LM to follow up request for distribution list and list of members for the forum webpage