

User Advisory Forum minutes

Tuesday 25 May 2021 11:00-12:15

Online meeting - Microsoft Teams

Chair: Rebecca Simpson (RS)

Minutes: Lisa Miller (LM)

Staff attending: Rebecca Simpson (RS), Caroline Kimbell (CK), Richard Warren (RW) Leslie-Ann Campbell (LAC), Lisa Miller (LM)

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

Apologies: Richard Espley (RE)

	Minutes	Action/Outcome
1	<p>Arrival and Welcome</p> <p>RS welcomed members to the Senate House Library User Advisory Forum – the last meeting in the academic year 2020-21 and outlined the main agenda items.</p>	
2	<p>Library update and re-opening services</p> <p>RW gave a library update on what's been happening since the meeting in February. Following a challenging time due to the Kent variant and therefore difficulty in opening up the library fully, the library opened up from three days a week to five days a week, Monday-Friday from 12 April. Demand has been high and for the whole of April, seat bookings totalled 3,400 compared with seat bookings for the whole period from September which amounted to 7,400. Demand is expected to continue throughout May and June and RW said that it is great to see people using the services again.</p> <p>RW stressed that in every decision, the safety of all staff and all readers is a priority and described all the safety measures put in place such as social distancing, screens, sanitiser stations, mandatory mask wearing unless exempt. These measures are</p>	

	<p>carried out in conjunction with the University Health and Safety Team and the Silver and Gold Teams so confident, the library is doing all that it can to run the library in a safe and controlled way.</p> <p>RW commented on the popularity of click and collect and if there is an argument for this to continue in some form in the future.</p> <p>RW described how the library has opened up browsing and the Special Collections reading room is available for bookings three days a week now with the potential to open up five days a week. Staff bubbles have been disbanded now infection rates are lower which has allowed greater flexibility in opening hours. From 29 May the library will be open on Saturdays and will continue to be guided by the University.</p> <p>CK updated members on the current filming in Senate House which will take place up until the 10 June. There is no disruption in the library as it is all happening on the ground floor.</p> <p>CK mentioned that the other Covid measures still in place are free printing and scanning and that carrels are also free. As things return to normal to look for those charges to return in the next academic year which for the library is 1 August 2021.</p> <p>CK updated on the high demand now for digitisation projects both from individual readers and publishing companies and these projects are now resuming. It was announced on the day of the forum that a couple of the Library's History of Science collections are now live online thanks to Wiley. That's free to access through Jisc. Egham book depository is now back to a full service and Crown continues to operate a normal service in delivering book requests.</p> <p>RW commented that all library services are available including laptop loans, printing and copying services and that the library will continue to waive fines for the moment until the end of this financial year which will be at the end of July 2021. When Catriona Cannon, the new director is in post from 23 June, the decision on fines will be reviewed.</p> <p>RS highlighted that we are still offering advance bookings only and no walk ins at the moment.</p>	
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3	<p>Questions and answers</p> <p>FM commented that it is great that things are back to normal and the Egham depository being open is brilliant for Royal Holloway students and asked if allowed to email this round to Royal Holloway students or what's the protocol?</p> <p>CK answered that there is nothing to stop you relaying that information, all the information is on SHL's website and social media as well. CK said if you feel a more trusted personal source of information would get the message across to that cohort, it was fine from her point of view.</p> <p>RS added that this is something we'll continue to put out on social media channels and the website and that the library has been constant throughout since September in some form gradually extending our hours but to keep an eye on opening hours as they may change whether this is Covid related or due to summer opening hours.</p> <p>RW commented that there has been so much work going on, a collective effort from all teams and it hasn't been easy but also aware there are loads of things we can be looking at thinking we missed or we can improve and went on to encourage members and users generally to contact customer services, to use the forum or to contact him about things they may have thought the library can do and we can look at these and whether they are possible.</p> <p>FM asked if study carrels will remain free until the end of July?</p> <p>RW answered that they will be free until the end of this financial year and went on to say that the charges for the carrels are being reviewed and we will advertise if things change.</p> <p>FM asked will the planned reorganisation of the shelves/collections go ahead after their delay because of Covid?</p> <p>RW answered the work associated with the physical move of the stock is what we call the library modernisation programme. This was parked due to Covid because the company is an American company and travel impacted the ability for it to continue. It will be reviewed when Catriona Cannon starts in a months' time with herself, Jo Fox and the library modernisation team and we hope there will be more news in a month or so. RW apologised as that is all we can say on that at the moment.</p>	
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	<p>FM asked that presumably the need for screens, sanitizers etc. has put a hole in your budget? What consequences will there be, if any, for users?</p> <p>RW answered that the library negotiated with the central university on all "PPE" related costs to ensure they were funded centrally, not out of our own budget.</p>	
4	<p>Engagement work in 2021</p> <p>RS highlighted the 2021 Visiting Research Fellowship & Charles Holden Lecture taking place on Thursday 27 May at 6pm. Dr Richard Ashby, SHL Visiting Research Fellow, will present his research into the collection of the ground-breaking 20th century theatre director, Harley Granville-Barker, who revolutionised the presentation of Shakespeare, using it to reflect on WWI & WWII.</p> <p>RS mentioned that online inductions continue, hosted by the librarians and you can find any past inductions that have been uploaded on our YouTube channel.</p> <p>RS updated members on plans for the SHL 150th anniversary. The final shortlisting of the 150 items to tell the story of SHL through the collections is taking place over the next week. A timeline was also being created to show key dates in the Library's history focused on the collections. The announcement about the anniversary and related activity for the rest of 2021 will be in early June.</p> <p>RS informed members that at there have been large film crews on site recently in the library but currently filming is on the ground floor of Senate House, and we are doing our best to manage anything that may impact access to the library and trying to do any filming out of hours where possible.</p> <p>RS highlighted that we will be offering summer membership from 1 June until 31 August for £30 for people who are coming to the end of their academic course and will be available from 31 May to purchase.</p> <p>RS asked if there were any questions related to engagement.</p> <p>FM asked will SHL events be mostly online in the next academic year?</p> <p>RS answered that the online format is a great opportunity for people outside of London and across the globe to join in events</p>	

	<p>so that will remain a part of our events programme. As we move to some degree of normality and getting back onsite, we will be looking to do more events onsite and it would be great to provide both formats.</p> <p>FM asked about inductions for early next academic year, will they be onsite or virtual, or hybrid?</p> <p>RS answered that at present we are planning on delivering them virtually depending on the nature. If they are general inductions to the library, they will stay online but there may be some exceptions if there is a particular request for special collections, we may look at doing something more hybrid. RS commented on the degree of uncertainty with Covid and therefore the benefit of online events.</p>	
5	<p>AOB</p> <p>LM spoke about the £25 gift vouchers and certificates of contribution that were offered to forum members who had attended two or more meetings over the academic year and asked anyone this applies to get in touch with their preferences if they had not already done so.</p> <p>RS invited members to join the forum again next year if they would be interested. How their contributions and feedback are very much valued and that we will be in touch with joining details in the near future.</p> <p>RS thanked User Advisory Forum members for their time and commitment over the last year to provide much valued feedback on library services.</p> <p>Date of next meeting TBC</p>	<p>LM to follow up plans for the forum 2021/22 and update members</p>