

UCL LIBRARY SERVICES



Report from the Director of UCL Library Services to Library Committee, May 2010

This, and future, Reports from the Director will henceforth focus on high level strategic issues on which Library Committee's views are sought. The issues covered by this term's Agenda are

- Agenda Item 6A: Managing space at the Wickford Store
- Agenda Item 6B: Accommodation and provision for UCL Special Collections
- Agenda Item 6C: UCL Library Services' Strategy

Agenda Item 5A: Managing space at the Wickford Store

The issue

UCL Library Services has a remote store at Wickford in Essex in Belnor House. The Store has 7-8 kilometres of space currently available for remote storage of books and periodicals. The space is broadly divided between books and periodicals. The area designated for **books** has been calculated to last for another 8 years. The space left for journals is estimated to last 2-3 years.

This is not a sustainable solution and it is clear that, at current rates of activity, the Store will fill up in the next few years

Progress to address the issue

UCL is a member of the UK Research Reserve, an innovative programme that ensures that copies of print journals remain available to the research community indefinitely. At the same time the aim is to free up substantial and valuable space in academic libraries, resulting in significant cost savings. Currently, the UKRR is funded by HEFCE until 2013.

UCL has offered 2 lists of titles to the UKRR, following the criteria approved in the last meeting of Library Committee. These total 1129 individual journal titles, measuring 1975 linear metres, of which the UKRR will keep 24 linear metres. UCL will retain 424 linear metres (as one of three designated holders of these titles); the remainder will be de-accessioned.

Future lists will also be offered to the UKRR, and this will continue to release space in the journals section of the Store.

No work has yet been done on the book material in Wickford, in terms of the storage of monographs there. The Library must begin to consider a policy for the long-term retention of monographs, or else the Store will be full.

Strategic Questions on which UCL Library Committee is invited to consider:

- 1. What criteria could be used to identify monographs to be relegated from Store?**
- 2. UCL Library Services has collections of national importance in some areas. Should UCL continue to acquire material in these areas, with all the pressures on space that such a policy would bring? Or should these collections also be subject to criteria for relegation.**

Library Committee should note that the UK Research Reserve does not currently accept monographs.

Agenda Item 5B: Accommodation and provision for UCL Special Collections

The Issue

UCL Special Collections is currently based in 140 Hampstead Road. The lease on that building expires in September 2011 and UCL Estates and Facilities advises that it will not be renewed as the landlord has planning permission to re-develop the site.

Progress to date

A temporary home, in central London but outside the Bloomsbury campus, is being sought for 2 years from 2011-September 2013. This will give time for UCL to identify a longer-term home for UCL Special Collections in central London. Submissions have been made to the Bloomsbury Masterplanning team.

Discussions have begun with UCL Art Collections and with the UCL Records Office to collocate their collections and services with UCL Special Collections in a refurbished space in central London from September 2013. To date the requirement for space and facilities is as follows:

FUTURE SPACE REQUIREMENTS FOR COLLOCATED COLLECTIONS	Floor space occupied (square metres)	Collection size (linear metres)	Notes
Collections store	1252		Total currently comprising c.1000 sq m for Special Collections + 220 sq m for Art Collections + 32 sq m for Records office. Note: Floor space used depends on density of racking (less floor space required with higher stacks). Ideally, Collections Store should be sited in same building as Reading Room (reasons laid out on UCL Special Collections sheet)
Flexible exhibition space	100		Awaiting figure from Art Collections. Ideally, all flexible exhibition space should be combined into one space, which is bookable/managed between the collocated collections
Permanent display space	150	0	This is a notional figure only, as the 3 collocated Departments have made no decision as yet
Teaching/Activity space	120	0	Figure suggested by UCL Special Collections. Could be a shared space with Art Collections, covering their requirement too.
Reading/Viewing room	95	0	General agreement that this space can be shared between all 3 collocated Departments
Conservation suite	50	0	Should be sited with Collections Store. Total covers all 3 Departments?
Digitisation/Photography studio	50	0	Should be sited with Collections Store. Total covers all 3 Departments?

Staff office	205	0	Figure is sum of all expressed requirements from 3 collocated Departments
Expansion space (20%)	404.4	0	
TOTAL	2426.4		

Strategic Questions on which UCL Library Committee is invited to consider:

3. UCL Special Collections has a respectable list of collaborations and interactions with academic Departments over the use of rare materials to support teaching and learning. But much more could and should be done. In what ways can UCL Special Collections develop to support teaching and learning across the whole of UCL?

4. Traditionally, UCL Special Collections has offered support for researchers – both inside and outside UCL. What new facilities should/could UCL Special Collections offer to support research once they are in new premises from 2013?

5. Engagement with the general public outside UCL is a new agenda for UCL Special Collections, but one that will form one of the Key Performance Areas of the Library’s new strategy. What should UCL Special Collections do to develop work in this area?

Agenda Item 5C: UCL Library Services’ Strategy

The Issue

UCL Library Services is currently revising its Strategy (current version at <http://www.ucl.ac.uk/Library/libstrat.shtml>).

Progress

An expanded Planning Team has been formed in the Library to take this work forward and Roadshows have been made available to academic Departments to comment on work to date.

4 key Performance Areas have been identified for the new Strategy, which will be supported by SMART objectives and Key Performance Indicators to measure performance against the targets.

The key Performance Areas are:

Public Engagement

- Possible areas:
- Provision of physical access.
- The educational role of Special Collections – Why? Because UCL sees this as a government objective to break down barriers
- Opening up non-physical access to collections by Open Access (UCL Discovery), digitisation of treasures (a focus for external funding), “What I do” talks at public meetings, films about the life of the libraries.

- Audiences: London schools in the Aim Higher purview; the nascent UCL Academy; those interested in health issues
- Supporting UCL colleagues who promote Public Engagement: UCL Advances, Lunch Hour Lectures, London Open House, Grand Challenges
- Identifying work under way in academic departments

Research Support

- UCL should provide library facilities for Research students, not forgetting Arts and Humanities and Social and Historical Sciences, who require chiefly
 - 24-hour access
 - Quiet study space
- All researchers should be offered
 - Research skills training (not just databases)
 - REF support, including bibliometrics
 - Access to collections – are current collections in line with research strategy? Note the importance of highly targeted retrocon.
- Contribution of expertise and material to research projects
 - Joint projects between academic departments across the whole of UCL and the Library
- Outputs
 - Open Access via UCL Discovery
 - Primary research data curation (e-Science, Social Sciences)

The student experience

- We need to develop a definition of “Student Experience”
- The following strands which make up Student Experience are currently being counted:
 - Space
 - Resources
 - Equality of Service Provision
 - Support for the evolving curriculum and infrastructure
 - Training for all
 - Engagement with the UCL community (communications)
 - Supporting Teaching

Healthcare practice

Strategic Direction

Library Resources and services are core to the delivery of Healthcare Practice

Goals

- Align Library Services Strategy with those of local Trusts and UCL Partners
- Ensure sustainable NHS funding models are in place for jointly-funded UCL Libraries
- Play an active role, e.g. through outreach and marketing, and promotional activities to enhance clinical practice such as guidelines development, audit, etc.
- Promote and enhance access to key knowledge as close to point of care as possible
- Continue to support partnerships with the wider NHS community (SLA [Service Level Agreement with the NHS in London], DGH-MBBS [District General Hospitals-Bachelor of Medicine/Surgery], HIEC [Health Innovation and Education Cluster] etc.)

Actions

- Support themes developed by UCL Partners

- Support Service Realignment Initiatives
- Support Knowledge Transfer initiatives arising from UCLP themes
- Extend services into the community
- Foster collaboration with other libraries serving the same health economy

Internal discussion amongst the Library's Planning Team members has produced the following feedback to date.

Public Engagement:

The Library should define who it is aiming at beyond the core users. The core group is UCL's own staff and students, NHS personnel. The Government objective (Aim Higher) invites Universities to reach out to that public who do not use the Library as a right. This raises some issues about managing:

- Numbers of London school parties visiting (particularly the UCL Main Library)
- Focus on UCL Academy
- Those interested in health issues (biomedical sites)

Where the Library can offer outreach:

- Lunch Hour Lectures, London Open House: Treasures from Special Collections
- UCL Discovery (Open Access E-Prints service)
- Open Days – find out what is planned in UCL

What the Library can offer:

- Film, podcasts about life of the Library
- Handling classes – bringing materials in or taking them out
- Touring exhibitions
- Welcoming – the Library can be a model of good practice

It is challenging to draw clear lines of demarcation between Public Engagement, Research Support and the Student Experience.

Research Support:

First principles

These stem from the REF submission:

- Metrics – number of students, limit above which UCL should not recruit
- Projects – number of these, the way research is carried out, content, expertise

A measurable goal for the strategy period would be 24-hour access. This can be quantified.

Retrospective conversion of catalogue records is important and needs to be highly focused.

Outputs:

- UCL Discovery (Open Access repository and associated metadata)
- Data curation
- E-Science and e-Social science
- Interdisciplinary research

Framework:

- UCL Partners
- Grand Challenges

Student Experience:

As observed above, there is a considerable crossover with Research Support. The definition of these areas requires the Library to look at UCL overall in terms of

- Space
- Resources
- Equality

If extending hours is not very feasible, the Library should look at extending services within those hours via:

- Distance learning
- E-learning
- E-training for staff and students
- Teaching support

As service providers, the Library is faced with the challenge of numbers. In 2009-10, UCL Library Services received 1,875,465 visits throughout the academic year. This is one of the highest figures for any Research Library in the UK, as measured by Research Libraries UK. However, UCL Library Services is not a Tardis – its buildings are not infinitely expandable.

Healthcare Practice:

The Strategic Direction translates the Goals into Actions. The Library must support the entire continuum from research to Clinical Practice, following the pathways put in place by UCL Partners, HIEC and others.

Innovation during the strategy period should ensure the embedding of UKCMRI.

Strategic Questions on which UCL Library Committee is invited to consider:

6. What are Library Committee's reactions to the suggestions for taking forward the 4 Key Performance Areas?

7. What key objectives does Library Committee wish the Library to accomplish in the next Strategy period?

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18 November 2010