

# Student Library Reps

## Minutes for meeting held 15 March 2017

Present:

Staff: Ben Plumpton (Marketing & Chair), Hazel Lee (Customer Services Teams' Leader), Jane Saunders (Head of Collections Services), Michael Fake (Head of Learning & Customer Services), Steve Sharpe (Resource Acquisition Team Leader), Jacqueline Hope (Acquisitions Co-Ordinator), Anika Easy (Learning Advisor), Lynne Thompson (Assistant Site Manager), Judith Partridge (Weekend Site Manager), Denise Smith (Customer Services & Minutes)

Students: Summer Pocock (French), James Ball (Earth & Env), Colum Dillon (History), Chigozirim Ibeabuchi (Elec & Elec Eng), Hamzah Ramadhan (Media & Comms), Wei Zhang (LUBS), Beatrice Maozhi Zhu (LUBS), Sumitra Tase (PRHS), Kalina Boyanova (Comp), Anjani Hathi (Psychol), Anjali Birdi (Maths)

Apologies: Hua Wang (Food Sc), Drew Langan (Dentistry), Phoebe Bradshaw (LLL), Becky Salt (PCI), Izzy Conneely (Student Intern), Ian Young (Learning Services Team Leader), Mohine Alam (Molec & Cell Biol), Wendy Calvert (Customer Services Manager), Fred Sheehan (IT Support), Sam Rae (Marketing Assistant).

Minutes of previous meeting and action updates can be found at:  
<https://library.leeds.ac.uk/student-user-groups>

### 1. ACTION UPDATES from last meeting

**Date of posting** taken as date of return for books posted back to library - Reps shared with peers, but no feedback so may need more communication. (Discussion about wording about recalled/requested books to follow in this meeting.)

**Desk hogging campaign** ran during January exam period after consulting with Library Reps, LUU and School Reps. Some students felt was quite intimidating but others welcomed initiative. Used stickers, whiteboards, staff intervention and Twitter to raise awareness. Targeted problem areas in Laidlaw Library at peak times of use. Provided pop-up space at Blenheim Terrace but this had low usage; possibly due to location, type of space or being under publicised. Similar campaign to run in summer and reminder that EBL also has lots of useful space.

**Action:** Reps to remind peers to look out for publicity re summer exam period desk hogging and pop-up space campaign.

**Module reading lists** Library has continued efforts to obtain clear lists from lecturers. Should see improvement as the VLE tool lecturers use is currently under development to be more user friendly. It will also be easier for them to flag core texts. Reminders to academic staff to submit lists to the Library resulted in improved submissions this year but still more work to do.

**Toilet signage in EBL** – ‘male’ and ‘female’ words now there in addition to symbols which had been confusing. Signage in general is currently being reviewed now the building is fully open.

## **2. Updates from IT Services and IT issues from reps**

Currently no updates or issues.

## **3. Information Resources Budget update**

Jane Saunders, Head of Collections Services, outlined the position with regard to the information resources budget (used for the purchasing of books and journals).

Savings will be needed in the next financial year (2017/18) due to the following factors: savings required by the University; inflationary pressure; the weakened value of the pound against the US dollar and against the Euro. After Easter the Library will be circulating to all academic library representatives lists of subscriptions together with data on cost and cost per use. The aim is to identify for cancellation those titles which are least used, so that the impact on research and teaching is minimised.

## **4. New Student Portal**

The Portal and the VLE are to merge into a new resource which will incorporate the two. The new service will launch this summer. More updates will follow as the service is developed.

## **5. Library Updates:**

### **a) Customer Service Excellence Award 2017**

The Library was successful in reaccreditation of its Customer Service Excellence Award. CSE is a national standard for Customer Service and is assessed every three years. The Library is assessed against required elements in five main criteria: Customer Insight, Organisational Culture, Information & Access, Delivery, Timeliness and Quality of Service. Since CSE was first awarded to the Library we now have the success of the Laidlaw, refurbishment of EBL, our two Galleries, links with Education Outreach and Lifelong Learning making our reaccreditation a massive achievement which we, and hopefully you, are very proud of.

### **b) January Exams feedback**

Previously mentioned in ‘action updates’ and expected to be as busy during summer exam period.

### **c) Opening hours update**

Following feedback and to help students prepare for their exams, we are happy to announce that the Library is temporarily extending some of its opening hours:

- The Edward Boyle Library will open until midnight on Friday nights from 21 April to 26 May.
- The Laidlaw Library will be open 24 hours for 5 weeks starting 1 May.

- The Health Sciences Library normally has longer opening hours in the summer term to help students in the Faculty of Medicine, Dentistry and Health prepare for their exams. This will now include the two weeks beginning 27 March, with opening hours Monday to Thursday extended until midnight.
- All libraries will be open until 5pm on Maundy Thursday the 13 April, a day where the rest of the University closes at 12:30pm.
- The Laidlaw Library will be open, thanks to staff volunteers, between 9am and 5pm on Tuesday 18 April after Easter Sunday, a day when the rest of the University is closed. This has been arranged to help students prepare for exams, as the Easter holiday falls unusually close to the start of the new term year.

#### **d) Edward Boyle feedback & Stock moves for summer 2017**

The final stage of the EBL refurbishment will be the movement to Edward Boyle, in the summer, of the law and social sciences collections currently housed in the Brotherton Library, and the return of some stock which has been temporarily in store.

Reps asked whether the door between level 10 and red route could be used as an entry/exit for the library. Unfortunately in addition to financial implications, this is an alarmed fire door and its use cannot be altered. Students should be encouraged not to attempt to open the door unless a fire warning occurs.

**Action:** Reps to feedback to peers that the door on level 10 of EBL connecting to red route is an alarmed fire door and cannot be adapted for general use.

#### **e) Lost Property: clarification**

There have been a couple of instances where belongings appeared to have been abandoned in the library because they have been left unattended for a long period of time. Although each library has a secure space for valuable lost property and a space for non-valuable lost property, it remains the responsibility of the owner to safeguard their own belongings and not leave them unattended in the library. This would also include laptop chargers which may appear tempting to a student who is in need of one.

**Action:** Reps to share reminder not to leave belongings unattended as library cannot be responsible for anything lost or stolen.

#### **f) International Student Survey**

This survey will improve our understanding of the needs of our international students and any areas which would benefit from improvement. The library thanks reps in advance for completing the survey and spreading the word with peers.

**Action:** Reps to encourage peers to complete the International Student Survey on the Portal.

#### **g) Disabled Access lift**

Work on the new disabled access lift in the Brotherton Library is now complete.

## **6. Discussion Groups**

### **Skills@library resources**

Anika Easy led a discussion about the best ways to communicate with students about Skills@library services and resources, and how students prefer to learn e.g. tutorials, videos, handouts etc. This resulted in productive discussions and useful feedback.

### **Recall publicity**

Ben Plumpton, led a discussion about our books requests/recall system, around understanding and awareness of the system and the sometimes confusing terminology used. This feedback which will be fed into a planned publicity campaign to highlight the concept of sharing resources between students.

**Action:** Library Marketing team to incorporate feedback into requests/recalls publicity campaign.

## **7. Other issues from Reps**

The request for food and drink to be permitted in the libraries was once again raised but the view remains that the library would prefer to spend its budget on library resources rather than on cleaning services. Each library now has a café within the building or in close proximity, and the campus and surrounding area has many options for food and drink.

In response to the query about cans of Red Bull in the Laidlaw Library – this was a marketing campaign by Red Bull and was not endorsed or permitted by the library. The cans were collected daily and added to our regular food bank collection boxes.

Café Nero in the Laidlaw Library have confirmed that they will be open on Easter Tuesday 13 April.

### **AOB**

Date of next meeting – to be arranged in November 2017

### **Summary of Actions**

- Reps to remind peers to look out for publicity re summer exam period desk hogging and pop-up space campaign.
- Reps to feedback to peers that the door on level 10 of EBL connecting to red route is an alarmed fire door and cannot be adapted for general use.
- Reps to share reminder not to leave belongings unattended as library cannot be responsible for anything lost or stolen.
- Reps to encourage peers to complete the International Student Survey on the Portal.
- Library Marketing Team to incorporate feedback into requests/recalls publicity campaign.