

The Pro-Vice-Provost's Report, May 2021

1. [User Experience](#)

During the covid-19 pandemic, the Library has worked to pivot its services with no notice to a 'digital first' approach. How have students felt about the restrictions, under which they have been working for the last 12 months and more? First indications come in the results from the SES survey for 2020. This is a local survey of penultimate year students which has run for the 4th time this year (the survey was suspended last year). The survey was conducted between 1st and 31st March 2021 and included all penultimate year undergraduate students. 5,513 students were invited to complete the survey, and 18% responded (n=994).

Headline results

Question areas	SES 2021	SES 2019	SES 2018	Change from 2019
Overall satisfaction	71%	79%	75%	-8%
Teaching on my course	78%	78%	75%	1%
Learning Opportunities	72%	77%	73%	-5%
Assessment and feedback	53%	60%	55%	-6%
Academic Support	66%	72%	65%	-6%
Organisation and Management	69%	71%	67%	-3%
Learning Resources	69%	83%	80%	-14%
Learning Community	52%	67%	63%	-14%
Student Voice*	60%	65%	58%	-6%
Response rate	18%	20%	20%	-2%

Library-related questions appear in the Learning Resources section. Looking at the comments submitted with the survey, many relate to the loss of learning spaces caused by the physical closure of libraries and learning spaces. Despite the introduction of Click & Collect and Scan & Send services, students clearly feel strongly about the need for physical learning spaces.

There were also covid-19 questions too. Here, the results underline what a tremendous job colleagues in Library Services have done to maintain a fine level of service in the most challenging of times:

	SES 2021
To what extent do you agree or disagree with the following statements regarding UCL's response to the Covid-19 outbreak?	
I have received useful information about changes to my course from my university or college during the Covid-19 pandemic**	75.5%
I have received timely information about my course from my university or college during the Covid-19 pandemic**	64.2%
My university or college has taken sufficient steps to support my mental wellbeing during the Covid-19 pandemic**	38.6%
My university or college has taken sufficient steps to protect my physical safety from the virus during the Covid-19 pandemic**	72.9%
I am content with the delivery of learning and teaching of my course during the Covid-19 pandemic**	46.5%
I have been able to access the learning resources I need for my course during the Covid-19 pandemic**	76.8%

** New question for 2021

The Library question, at the end of the Table, is set in the context of *all* the covid-19 questions asked in the survey. It is a pleasing commendation of work undertaken by Library colleagues in the most challenging of circumstances.

2. Staff, Equality, Diversity and Inclusion

The Library Liberating the Collections Steering Group (LLTC) is finalizing the draft of an action plan that brings together relevant strands of activity in Library Services in three overarching areas: Collection Policy; Collection Description and Visibility; Communication and Engagement. Learning from peer organisations who are engaging in similar conversations, such as the Wellcome Collection, is helping UCL to set the context for the Library's ambitions.

Meanwhile colleagues are already taking forward work that will help to raise awareness of the materials the Library holds, such as the volunteer project currently underway in Special Collections at <https://blogs.ucl.ac.uk/special-collections/2020/11/24/liberating-the-curriculum-a-new-remote-volunteering-project/>

Vicky Price writes:

The challenge

The Special Collections team are always working towards enabling access to the collection. This usually involves the acquisition, preservation, conservation, digitisation and cataloguing of rare books, archives and manuscripts. We also use the collection in teaching and outreach, deliver a reader and an enquiry service and provide as much digital access to the collection as possible.

Despite this work, we are aware that there are still many barriers (both physical and ‘invisible’) that prevent some users from accessing the collection and that prevent lesser heard voices in the collections coming to the fore: Historically, society’s most privileged have been most able to write and publish work, to collect rare materials and to create archives. The result is that stories from less privileged people – those of non-white ethnicity, women, those living with a disability or people who are LGBTQ+, for example – can be obscured or lost in the narratives mined from the special collections at UCL.

We know that we could do better, and want to make a start in this effort. A more focused approach to researching the collection, and on communicating this research to collection users, could result in more diverse representation and in these lesser heard voices being more visible to collection users. However, our challenge is routed in the sheer size of the collection at UCL – we need your help to make this happen!

How to get involved

If you have an interest in historical research, librarianship, archives, representation in historic collections, or are simply curious about the project, please consider [registering for one of our induction events](#).

Following one of these induction events, volunteers will be invited to sign up to a specific area of research – some examples could be searching for representations of non-European people and cultures in the Jewish & Hebrew rare books and pamphlets, Small Press collections and Folklore Society, or searching for early modern female book owners that are connected to our rare books. Volunteers will be trained and supported throughout the project by a UCL Special Collections team member.

How much time do volunteers need to give, and what equipment will they need?

We are very flexible with regards to how much time volunteers can offer, and as this is a remote project, the required equipment amounts to a computer and internet access. If you would like to be a part of this project, but don’t have access to this equipment, or have further questions, please let us know by emailing library.spec.coll.ed@ucl.ac.uk, as we can offer further support for those who need it.

3. [Finance and Management Information](#)

The creation of RIGE (Research, Innovation Global Engagement) is leading to the development of a significant number of new programmes in which the Library will be involved. The result will bring the Library even closer

to teaching, learning and educational activity in UCL – a partnership founded on customer service excellence, trust and innovation.

One of the areas which I, as Pro-Vice-Provost, have selected as foci for future development and activity is the creation of a virtual UCL Research Institute for Collections (RIC). It is intended to launch the Institute in Summer 2021 and has the potential to act as an umbrella for all collections of cultural heritage importance across UCL.

Proposed activities



Strong Room E Large Folio 950 G6. Toucans. A monograph of the family of Ramphastidae, or Toucans. Creator Gould, John. "Ramphastas Toco". From one of John Gould's superbly illustrated bird books. This drawing by Edward Lear. Date 1833

- A catalyst and focus for world-leading research in UCL.
 - Incorporates new approaches in digital humanities and curation.
 - Pan-UCL exhibition programmes, using existing and new exhibition spaces.
 - Collaborates with established researchers while nurturing the next generation of scholars.
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- Visiting Fellowships and Scholarships increase UCL's engagement with external scholarship.
 - Possibilities for collaboration with UCL Culture, the UCL Institute of Advanced Studies, the UCL Centre for Digital Humanities and with other UCL Departments which hold collections.
 - Publishing outlets with UCL Press, the first fully Open Access University Press in the UK.
 - Public Engagement activities in Camden and UCL East, based around UCL's historic collections and the new UCL Memory Archive at UCL East.
 - Opportunities to measure and increase the impact of UCL's research outputs, linked to the planned work to boost the visibility of UCL podcasts

Increasingly, research funders who fund cultural heritage materials look for joined-up approaches across the institution and shared strategies for collection and long-term curation. This is the approach which the RIC hopes to develop; an early sign of success was a successful AHRC bid at the start of 2021 under the Capco funding stream. This resulted in a successful bid of just under £0.5m for enhanced digital imaging facilities for use on collections across the whole of UCL.

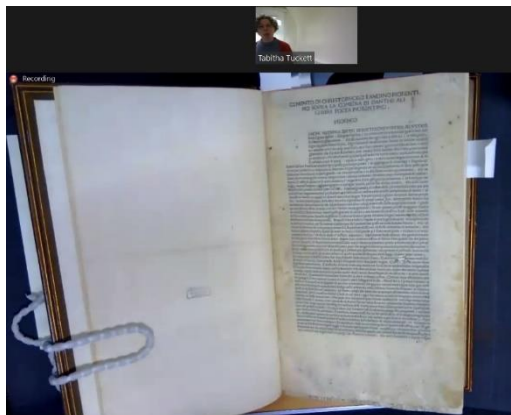
4. [Systems, Collections and Processes](#)

One of the several successes of the covid-19 pandemic has been the growth in the use of webinars by Library colleagues:

The UCL Open Science Conference on 26-27 April attracted 255 people for the opening keynotes, for which I was honoured to be one of the speakers.

UCL Special Collections now holds regular webinars to introduce the research community to the glorious collections which the Library holds. 19 January saw the first in a series of webinars on Dante, for whom the Library has an astonishingly complete series of editions. The webinar was entitled *Dante: a man for all seasons* and was given by Professor John Took. At the beginning of the webinar, Dr Tabitha Tuckett from UCL Special Collections showed a copy of the Library's first printed edition of Boccaccio's *Life of Dante*, containing Dante's *Divine Comedy*. The webinar was attended by 150 participants. It is a tremendous achievement and shows how UCL Special Collections can contribute to UCL's Public Engagement agenda and to the 'new normal'.

On 4 May, I was able to join Dr Tabitha Tuckett and a global audience virtually to continue our celebration of the Italian poet, writer and philosopher Dante Alighieri. This was an especially enjoyable meeting, since we were able to see original Dante copies from several libraries around the world. To the left is the Dante copy



described by Tabitha in the ZOOM meeting.

La divina commedia. Dante Alighieri, 1265-1321. Marsilio Ficino, 1433-1499; Cristoforo Landino, 1425-1504. Nicolaus Laurentii, active 1475-1486, printer. Herbert Thompson, Sir, 1859-1944, former owner.

Florence, per Nicolaus Laurentii, Alamanus: 30 August 1541.

This webinar attracted 440 participants from 39 countries, with every continent except Antarctica represented.

OA E-Textbooks

A recent article on the impact of the covid-19 pandemic on libraries made heavy use of the plans developed by UCL Library Services in the wake of the pandemic. The [article](#) in *Research Information* (available free for a limited number of views only), which includes my words:

UCL has now given us funding to produce an e-textbook service', he [Paul Ayris] says. 'We have 45,000 students at UCL, and when the libraries physically closed and students couldn't get access to physical copies... we saw that digital education and providing open educational materials was the way to go'.

'I wouldn't have said that 12 months ago, but I am saying it now.'

In e-maul correspondence to me, the Provost was kind enough to write: ‘This is something of which we should be very proud.’

5. [Sustainable Estate](#)

As we slowly emerge from the covid-19 pandemic, so Library spaces are beginning to re-open in line with Government and UCL plans for the relaxation of restrictions

Use of UCL learning spaces

Statistics from the LibCal bookable study spaces report for the week commencing **Monday the 3rd of May below – weekly summary 3-9 May, Core Hours 11.00-18.00**. Libraries which were still closed are omitted from the list – the UCL Main Library, the UCL School of Pharmacy Library and the GOSICH Library.

Library	Hours Occupied	Hours Available	% of Hours Occupied
All Sites	24077	31827	75.65
Student Centre	5631	5880	95.77
Science Library	2465	3556	69.32
IOE Library	620	1120	55.36
IOA Library	101	240	42.08
Bartlett Library	230	336	68.45
Cruciform Hub	748	1092	68.50
Bidborough House	6627	7665	86.46
Torrington Place	4320	4900	88.16
SSEES Library	124	200	62.00
Queen Square Library	28	60	46.67
Royal Free Hospital Library	254	616	41.23
Senate House Hub	480	784	61.22
Ramsay Hall (NY Block)	2445	4228	57.83

The Joint Library of Ophthalmology	9	100	9.00
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All Open Hours

Library	Hours Occupied	Hours Available	% of Hours Occupied
All Sites	53345	77925	68.46
Student Centre	21430	28224	75.93
Science Library	5103	91 49	55.78
IOE Library	737	1344	54.84
IOA Library	133	350	38.00
Bartlett Library	279	434	64.29
Cruciform Hub	1264	1989	63.55
Bidborough House	14268	18396	77.56
Torrington Place	6781	8400	80.73
SSEES Library	174	375	46.40
Queen Square Library	33	72	45.83
Royal Free Hospital Library	272	704	38.64
Senate House Hub	651	1120	58.13
Ramsay Hall (NY Block)	3474	7248	47.93
The Joint Library of Ophthalmology	10	120	8.33

At the time of writing, 15 May 2021, most Library sites are open. Opening times are listed on the [Library website](#); and see the Library's [Service Updates](#) for the latest changes and more detail about current services.

Before a visit, **study spaces need to be booked in advance.**

- [Booking for UCL students and staff](#)
- [Booking for NHS library members](#)

Library/Learning Space	Opening Times
1-19 Torrington Place	Study spaces, floors 7-10 Monday - Friday: 09:00 - 20:30.
Bartlett Library	Study spaces and Click and collect Monday - Friday: 11:00 - 18:30. Saturday: 11:00 - 17:30.
Bidborough House	Study spaces, levels 1 - 4 Monday - Sunday: 09:00 - 20:30.
Cruciform Hub	Study spaces and Click and collect Monday - Friday: 10:00 - 20:30. Saturday: 11:00 - 17:30.
Great Ormond Institute of Child Health Library	Closed until further notice
Institute of Archaeology Library	Study spaces and Click and collect Monday - Friday: 10:00 - 19:00. Saturday: 11:00 - 17:30.
Institute of Education Library	Study spaces and Click and collect Monday - Friday: 10:00 - 16:00. Archive and Special Collections Reading Room Please see opening times for Special Collections.
Institute of Orthopaedics Library	Study spaces Monday - Tuesday: 12:00 - 17:00. Wednesday - Thursday: 10:00 - 17:00. Friday: 12:00 - 17:00. Click and collect Monday - Friday: 13:00 - 16:00.
Joint Library of Ophthalmology, Moorfields Eye Hospital & UCL Institute of Ophthalmology	Study spaces and Click and collect Monday - Friday: 10:00 - 16:00. Limited access Please note, access is for UCL Institute of Ophthalmology students and staff, and library-registered Moorfields Eye Hospital NHS staff only.
Language and Speech Science Library	Click and collect only Monday, Wednesday and Thursday: 12:00 - 14:00.
Main Library	Study spaces and Click and collect Monday - Friday: 09:00 - 20:30. Saturday: 11:00 - 17:30.
Queen Square Library	Study spaces and Click and collect Monday - Tuesday: 10:15 - 12:45 & 14:15 - 16:45. Wednesday: closed. Thursday - Friday: 10:15 - 12:45 & 14:15 - 16:45. Further details on our opening hours are on the Institute of Neurology website.

Ramsay Hall (New York Block)	Study spaces, first floor - fifth floor Monday - Friday: 09:00 - 20:30.
Royal Free Hospital Medical Library	Study spaces Monday - Friday: 10:00 - 18:00. Before you visit Due to the restrictions in place for visiting the Royal Free Hospital, only staff and medical students working and studying at the Royal Free are permitted to access the Royal Free Hospital Medical Library at present. Please see our access arrangements for further details.
School of Pharmacy Library	Closed until further notice
School of Slavonic and East European Studies Library	Study spaces and Click and collect Monday and Wednesday: 13:00 - 16:30. Friday: 13:00 - 18:30. Saturday: 10:00 - 16:30.
Science Library	Study spaces and Click and collect Monday - Friday: 09:00 - 20:30. Saturday: 11:00 - 17:30.
Senate House Hub	Study spaces Monday - Friday: 09:00 - 18:30. <i>Limited access</i> Please note, study spaces at Senate House Hub are for UCL postgraduates and staff only.
Special Collections	Special Collections Reading Room (South Junction) Tuesday - Wednesday: 11:00 - 15:00. Institute of Education Reading Room Tuesday - Wednesday: 11:00 - 15:00. Reading Room at The National Archives Tuesday - Friday: 10:00 - 14:50. Plan your visit Before visiting our reading rooms you will need to book an appointment . Please see visiting us for more information.
Student Centre	Study spaces 24 hours a day, 7 days a week, 365 days a year.

6. [Communication, Outreach & Open Science](#)

The Pro-Vice-Provost's Report on Open Science is item 7 on the Library Committee Agenda.

Paul Ayris
Pro-Vice-Provost
15 May 2021