

## Student Library User Group

16.00 Thursday 12 February 2015  
Committee Room, Students Association

### MINUTES

**PRESENT:** Student Representatives:

Lily Barnes (Art History), Mark Brougham (Geography & Geosciences), Jason Chan (Medicine), Hannah Chinn (Art History), Patrick Couldwell (Modern Languages), Clara Douglas (Biology), Glen Falconer (Mathematics & Statistics), Louis Fern (Management), Duncan Forsyth (Divinity), Fidan Gasimova (Film Studies), Ondrej Hajda (Director of Representation & Chair), Louise McCaul (Physics & Astronomy), Hella Peter (Philosophy), Charlotte Potter (Arts/Divinity Faculty President), Tania Strützel (Postgraduate Convener), and Stina Wassen (International Relations).

Library:

Vicki Cormie (Senior Academic Liaison Librarian), Graeme Hawes (User Services Manager), Ewan McCubbin (Assistant Director, Liaison & User Services), Hilda McNae (Senior Academic Liaison Librarian) and Louise Pidcock (minutes).

#### 1) APOLOGIES

Maxime Seguin (International Relations), Darya Smirnova (SRC Education Officer), Sophie Klasan (Interdisciplinary Modules), Maitri Patel (Persian) and Katka Krajcirovicova (Social Anthropology).

Everyone introduced themselves to the group.

#### 2) MINUTES OF LAST MEETING AND MATTERS ARISING

The minutes from the last meeting were approved and the following were matters arising:

- **POWER SOCKETS ON LEVEL 3 & 4**

EMcC informed the group the University had confirmed in December that an additional £50,000 would be allocated to the Library's budget for the installation of power points to the 265 seats that were currently without power in the Main Library. However, given the recent change of plans for the next phase of Main Library redevelopment, it was important to check with the new design team that the installation of these power points would not prejudice any future development of these areas as study space.

**AP** – EMcC to confirm with Estates that the work could proceed during Summer 2015.

- **HEATING**

EMcC reminded the group that the water-based perimeter heating system in the Main Library had been switched off for nearly 2 years because of problems with leaks. Since April 2013 Estates have tried to regulate the temperature by using the building's air handling system alone. This has caused difficulties as in order to compensate for the lack of heating around the perimeter of the Library, the temperature in the centre of the building has had to be increased, often to intolerable levels.

After detailed discussions between Library senior management and Estates staff, the water based perimeter system was been switched back in the level 1 staff work room area. This was deemed to be a

lower risk because even in the event of a leak, it would be restricted to a small area and on the ground floor.

So far there have been no leaks and the conditions have been improved for staff working in this area. It has therefore been agreed with Estates that temperatures elsewhere will continue to be monitored with a view to re-commissioning the trench perimeter heating on other floors if necessary. EMcC asked the students to still inform the Library if they experienced problems with the environmental conditions in the building and to be timely and specific with their feedback.

- **STORE RECALL**

GH informed us hopefully in the next couple of weeks there would be a trial of a weekend service for store recalls. If an item is recalled on a Friday, delivery would be the next day unlike at the moment when it would be Monday.

- **SPECIALIST SOFTWARE**

GH informed the group specialist software is available on specific computers in specified PC classrooms and clusters. This information is available in the Help section of the University IT webpage under "PC classrooms<sup>1</sup>." It gives you the ability to search either by classroom or by application. VC said that student requests for specialist software should be made through academic schools.

- **HAND DRYERS**

The issue of the noisy hand dryers in the Main Library was raised. The University does not allow the use of paper towels so a solution to the noise from the dryers has to be reached. EMcC informed us the noise level was reduced on the dryers already and if it was further reduced this would mean the dryers wouldn't work as efficiently and would mean although the noise level was less the drying time would be longer. He said it was hoped that a future redevelopment of the Library would mean dryers being replaced with ones more suitable for the Library, particularly the silent areas.

- **STAPLERS**

GH informed us he was talking to IT at the moment about whether or not replacements to the current UniPrint machines would come with stapler devices. He felt the noise level from the electronic stapler on level 2 would be too disruptive for levels 3 and 4. Therefore the Library had no plans to introduce staplers on the silent floors at this stage.

### **3) JF ALLEN LIBRARY OPENING HOURS**

The group were informed by OH that access to the JF Allen Library was available to any student 0900-1800 although the space was mostly used by science students. From 1800-2030 only science students using swipe access are allowed entry to the Library. The question was asked could the Library be open at weekends on a trial basis during semester 2. After discussion with science School Presidents, OH indicated that he felt a petition campaigning for a trial period of weekend opening would be a good idea. It was thought this would be an effective way of gauging demand from students.

Students have indicated that even though the new Gateway study area is available, the lack of access to the books in the JF Allen Library at weekends is problematic. GH told the group we had tried opening for exams 3 weekends last May and the uptake had not been significant. EMcC said that such a trial would be dependent on Estates being able to provide janitorial cover. Even if Estates were willing in principle, there may be insufficient staff available to agree to take on the overtime over a period of 7 weekends.

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<sup>1</sup> <https://www.st-andrews.ac.uk/itsupport/help/classrooms/>

**AP** – EMcC to discuss further with VC and GH and report back to OH.

#### **4) MARTYRS KIRK & PGT ACCESS**

The Proctor's Office, Library management and the Postgraduate Society have confirmed that from Monday 16 February PGT students can use the Martyrs Kirk Research Reading Room after 5pm weekdays and all day at weekends. This will be on a trial basis until the end of the semester. Opening hours have also been increased during this trial period with the kirk remaining open until midnight 7 days a week (rather than 10pm).

EMcC said that the Library still had concerns about this initiative given the limited number of seats in Martyrs and the potential for overcrowding. However, he also indicated that the times during which PGTs were being granted access had been carefully chosen. Use of Martyrs in the evenings and weekend has generally been very low since its opening in September 2013, therefore PGRs should not be disadvantaged.

#### **5) BARCODE LOGIN**

OH informed us students who had been trying to login through SAULCAT on the Library web site using the barcode login had encountered the problem of the system asking for a password. At the moment students can either login with a username and password or a barcode. GH informed him everyone affected by this issue (generally students who have also worked for the University and therefore have "dual status") should have been sent a password in August last year. He said anyone who has misplaced the password email should get in touch with [library@st-andrews.ac.uk](mailto:library@st-andrews.ac.uk) or speak to a member of Library staff. OH asked if some sort of message could be posted on the Library's website informing students of this fact.

**AP.** GH to put something on the Library website about access to the password for entry to SAULCAT.

#### **6) LIBRARY QUESTION ON MODULE EVALUATION QUESTIONNAIRES**

Discussions took place on whether a question about study space or resources should be included in the module evaluation questionnaires students could now fill out online after their module had finished.

#### **7) RESULTS OF LIBQUAL**

EMcC is to write a report for the LSAG (Library Strategic Advisory Group) meeting in 2 weeks on the LibQual survey results. He told us last year's survey used the "LibQual Lite" model, compared to the full version used in 2009. From a marketing point of view there were far greater quantities of students coming across the survey than previously. This suggested that the Library had been more effective in its promotion and marketing of the survey compared to the last time it was run in 2009. A total of 1175 valid responses were received plus 558 free text comments, mostly covering study space, collections and customer service. He thanked all users who had taken the survey.

A summary report of the survey's results would be posted on the Library's website and blog.

**AP** – EM to ensure more detailed analysis of the LibQual survey is published later this semester.

#### **8) RESULTS OF KPMG AUDIT**

EM reported that last semester the University's Audit & Risk Committee commissioned an external audit of the student experience of Library services. There were 7 action points arising from the audit, all of which were identified as having a particular level of risk – high, moderate or low:

1. Library estate and pressure on Library study space (High risk).

2. The lack of a weekend store retrieval service (Moderate risk).
3. The lack of bookable slots for short loan (Moderate risk).
4. Increased consistency across Library and IT Helpdesk services (Low risk).
5. Use and awareness of 24 hour computer labs (Low risk).
6. Storage and transport of the Library's Special Collections (High risk).
7. The lack of dedicated taught postgraduate study space (High risk).

Some of these issues are in the process of being dealt with. EMcC said the audit had helped towards getting some of the recommendations solved and thanked his colleagues and student representatives for the time they spent talking to the auditors.

## **9) STUDY SPACE & GATEWAY DEVELOPMENT**

OH reported to the group study space was now available at the Gateway building. There were a total of 88 seats with 24 at computers. It was open to anyone 0900-2130 every day. This area was on the ground floor of the building and could be accessed by swipe access only. OH asked the User Group to help publicise this fact to all student bodies. It was a quiet space and although not every space had a power point after the spring break this matter should be resolved.

## **10) LEVEL 2 OF MAIN LIBRARY & KING JAMES LIBRARY**

EMcC advised us more seats were to be added to level 2 during Spring break. The seating to be fitted is the same as on the north side of the building on level 2, the round tables with the large green chairs. Most of the shelves in front of the reference section are to be removed leaving only the Red Gown Collection and DVD's to make way for the seating.

The King James Library is also to have increased seating during the spring break. King James will be closed during the first week of the holiday but the West room will still be open. The improvements will result in new furniture being installed, new carpet and an additional 12 study spaces, all of which will have at desk power.

## **11) NEW MAIN LIBRARY REDEVELOPMENT PROJECT**

EM reported that the plans to move Special Collections back into purpose-built facilities on level 1 of the Main Library have changed. Just before Christmas, the Principal's Office asked Library senior management to consider an alternative plan, based on recognition from the University of the need to further expand study space provision.

The plan is now to create a purpose built space for Special Collections and General Collections storage at the University's Guardbridge site. Appropriate accommodation will be built to house these staff and other departments within the University who will also be moving to Guardbridge. Special Collections staff currently based at the Library Annexe on the North Haugh are expected to move to Guardbridge along with the majority of Main Library staff.

The space created in the Main Library should allow for the creation of 250-300 additional study spaces. This will represent a significant increase since 2011 before the first phase of the original redevelopment project was completed. That £7m project delivered an additional 350 study spaces and was completed in September 2012. At the moment Library management anticipate the continuation of facilities and services at Martyrs Kirk after the Guardbridge site is operational.

EM indicated that in early discussions with the design team, Library staff had identified the need to improve services to the Main Library if study space numbers are to be increased. Particular emphasis has been placed on improving heating/ventilation, toilets, an additional staircase and/or lift and developing the café.

Once the design has been more fully developed along with an indication of project costs, the plan needs to be approved by Court, probably in the autumn. If the project proceeds, the Library would expect work at Guardbridge (which has to be done first) to commence later this year and work on the Main Library taking place in the summer of 2017. OH felt this was a positive move for the Library despite the fact that no results would be seen for a couple of years.

**AP.** OH asked if any students were aware of space that could be used for study to let him know.

## **12) AOCB**

A student asked about the availability of books in International Relations. She asked if there was only one book available could this book be put in the Short Loan section of the Library. VC said that part of the difficulty for the Library was that some reading lists had hundreds of titles on them and our Short Loan collection would struggle to cope. If students provided the Library with specific titles/reading lists, Academic Liaison could look at putting a copy of all texts marked as essential in Short Loan.

It was mentioned users of the Physics building had issues about security when using the building at night.

It was asked if St Mary's Library could be open for extended hours in the evenings and weekends. GH said there would always be a need for a staff member if this was to happen as none of the stock there is RFID tagged. OH asked they would consider opening for extra hours during the revision weeks. OH asked the student rep attending the meeting to ask his colleagues what additional hours they would want during this time.

It was asked if it was possible to get a colour printer in St Mary's Library. GH said he would ask IT this question.

It was asked if it would be possible to purchase a locker for 1 semester and not the whole year. GH informed the group they had tried this and it was felt it was hard enough getting a key back after a year so twice a year would encounter greater problems. GH said if there were lockers free after one semester he would look at selling them at a reduced rate.

**AP** – DF to consult students in school as to what, if any, specific additional hours they would like to see offered at St Mary's Library.

**AP** - GH to ask IT Services about getting a colour printer at St Mary's Library.

The next meeting is 6 April 2015 1600-1700.