

Student Library Users Group

16 February 2016, 4pm, Students' Association – Large Rehearsal Room

MINUTES

Present

<u>Name</u>	<u>Position</u>
Ewan McCubbin	Assistant Director (Library)
Rufus Sullivan	Biology Library Rep
Ilaria Re	Classics Library Rep
Grace Elizabeth Purcell	Classics Library Rep
Joe Tantillo	Director of Representation
Ilaria Gidoro	Education and Representation Coordinator
Sarah McDonagh	English Library Rep
Thomas Rowe	Film Library Rep
Gabriel Sewell	Assistant Director/Head of Special Collections (Library)
Ali West	History Library Rep
Emil Archambault	IR Library Rep
Ailsa Robertson	Mathematics & Statistics Library Rep
Courtney Dane	Modern Languages Library Rep
Sally Allmark	Philosophy SP acting Library Rep
Victor Vasilyev	Physics & Astronomy Library Rep
Vicki Cormie	Senior Academic Liaison Librarian (Library)
Rikke Nedergaard	Social Anthropology Library Rep
Graeme Hawes	User Services Manager (Library)

Absent

Cordelia Mikita	Art History Library Rep
Lydia Bowden	Divinity Library Rep
Alessio Shostak	Economics & Finance Library Rep
Sam Cukr	Earth & Environmental Science Library Rep
Iga Jozefiak	Geography & SD Library Rep
Hope Hastings	IR Library Rep
Nishchay Kaushal	Medicine Library Rep
Halima Mohammed	Modern Languages Library Rep
Tomasz Hollanek	Modern Languages Library Rep
VACANT	PG Convenor
Radha-Ika Kapur	Psychology & Neuroscience Library Rep

1. Apologies

Peter Mann	Chemistry Library Rep
Raphael Geier	Comp Science Library Rep
Nikolai Rothermel	Management Library Rep
Hilda McNae	Senior Academic Liaison Librarian (Library)

The apologies were accepted without dissent.

2. Acceptance of Minutes

Minutes of the last meeting had been circulated and accepted by email.

3. Student Experience with Reading Lists

Vicki had asked Library Reps to bring some feedback on this point. Vicki and Hilda will attend a workshop later on in the spring to improve the service, based on student feedback. Vicki asked what makes a good/bad reading list and if reps had examples of problems or of good practice. They can also send their feedback later on to Vicki or Ilaria by email.

Action: Library Reps to send feedback on reading lists to Vicki (vhc1@) or Ilaria (ig31@).

Feedback presented at the meeting includes:

- It should be clearer which items are core reading and which are further reading.
- It should be clearer which items all students need to read and which they only need to read if they choose a particular essay.
- It would be useful if reading lists were available earlier. (Vicki replied that this is difficult because the Library gets reading lists late and they have to deal with them all at the same time.)
- Positive feedback on the week-by-week breakdown.
- For some classes, different sections of the same book have to be read in different weeks. It would be easier if, in these cases, the reading list would recommend at the beginning to buy that book.
- It would be useful to have a way to download a citation format into Microsoft Word from the reading list (e.g. in IR, the module coordinators do not impose a standard format, so students would find it easier to copy from the reading list.) Vicki said that students can export references to Mendeley and Endnote.
- Sometimes it is unclear who is responsible for making sure that the texts are available in the Library. For instance, there are cases of only one copy of a core book available. Is it the tutor's or the Library's responsibility to check? Vicki replied that budgets for books are held by the Schools but students can email morebooks@ as a backup when they notice that there are not enough copies of a book. It should be the School's responsibility to decide if there are enough copies, but this is problematic because often Schools spend their budget on research books instead. Vicki said that she will raise this during their working group meeting in the spring.

- Somebody asked if it was possible for the Library to buy second-hand books from students. Vicki replied that the Library has a duty to buy second hand books of a certain quality, but she thought that this could be a possibility. Ewan, too, said that they can look into this option. Other institutions do something similar. He also reminded students that they can donate their used books to the Library, if they do not need them anymore.

4. Availability of Special Collections staff/resources

Ali raised an issue that is relevant to the School of History. She struggled to get a reasonably timed response from speccoll@ and she had to change two essay topics because she did not manage to get the material on time. Some students in her department had similar experiences. She stressed that members of staff in Special Collections are nice, but the only problem is the time they take to reply. Gabriel apologised on behalf of the Special Collections team. Vicki suggested Ali collates anonymised feedback from other students that had similar problems, so that the Library can investigate it. Gabriel asked Ali to forward the email correspondence to her (gms22@) so that she can look into it.

Action: Ali to forward email correspondence with speccoll@ to gms22@.

5. Martyrs Kirk – issues and review

Ewan stated that the Provost would like to have a review of the operation of Martyrs Kirk. Access had been extended to PGTs a year ago (allowing them access in the evenings during the week and all day at weekends). There had been some issues (e.g. with swipe access) in the past, but they had been solved. There have, however, been more recent issues with student behaviour in the evenings and at weekends. There are plans for a dedicated study space for PGTs with the new Library redevelopment.

Emil replied that one of the issues is the fact that Martyrs Kirk is a multi-functional building and they have to cohabitate with the other parts. Moreover, since it is a former church, noise easily reverberates. Sounds from outside can be incredibly disturbing, as the walls are not soundproof (e.g. when there were seminars in the seminar room last semester, people passing by made noise). This semester the situation seems better. Sometimes students can hear phone conversation from Special Collections. Ewan and Graeme replied that they made changes recently, including repositioning some of the furniture, so that it does not encourage conversation. Emil also stated that often the library is full and asked how the Library calculates footfall. Graeme replied that library staff take an hourly headcount of users in the Thomson Reading Room.

Emil asked if the decision to allow PGTs in Martyrs Kirk is irreversible. Ewan replied that the decision to allow some PGT access was taken after the University conducted a PGT review during 2014/2015 and recommended allowing some PGT provision in Martyrs. He also stated that the Library will be more robust if students do not behave well, or there are other incidents. He also said that, like any other policy, PGT access to Martyrs would

be kept under review and changed if necessary. Graeme said that, since Martyrs is a non-staffed library, they cannot check if students let more people in when they should not. This makes it more difficult to manage and they rely on the good will of the users.

Emil also reported that, during the holidays, Martyrs Kirk closed earlier during week days and it was closed at weekends. Research students that do not have an office space do not know where to go. Ewan stressed that Martyrs Kirk should not be considered as a solution to the lack of PhD space. Emil suggested the Library checks for ID cards in Martyrs Kirk to make sure that only allowed people use the library. Ewan and Graeme replied that they are thinking about it but it would be difficult to manage.

6. Heating Levels

Ali reported that the Library sometimes is too cold and sometimes too warm. She heard a lot of feedback from students. Ewan stated that this is a problem that they have had for decades and it is complicated. The heating system was their top priority at the last redevelopment, but the outcome was a disappointment in that the heating system is still clearly inadequate. Members of staff work in the building, too, and they are equally concerned. They have raised it with Estates again. Ewan also asked the Director of the Library to raise this issue with the Principal's Office and the Director of Estates. The Library knows that the heating system has to be improved, particularly in light of the planned new redevelopment project. Ewan said that, hopefully, they can come back in April with some sort of commitment from the University. In the meantime, he apologised about the issue.

Rikke also reported a similar issue in the Buchanan Lecture Theatre, where smell of fish and chips also comes in from the shop nearby. She asked whom students can contact about this. Ewan replied that responsibility for the Buchanan rests with Estates and that a difficulty arises because Estates do not have a public face (like the Library or Student Services), nor would many students know how to contact them. This is an issue that Library management are raising with Estates colleagues. Ewan also mentioned that the Proctor chairs a Service Directors' Group subgroup on student experience, but that Estates are not represented on this group. He commented that this seems strange to the Library given how much of students' experience at University relates to their use of facilities and buildings.

Action: Ewan to report back to April's meeting on the outcome of discussions with Estates management regarding the Main Library heating system.

AOCB

- Thomas reported that, in Film Studies, they often have problems with damaged DVDs. He asked if it would be possible to place a note in the DVD case, with a box that students can tick if the DVD is not working. Graeme replied that students should bring the DVD to the desk, if not working. Many students do that. To put a note in each case would be too

much work. Graeme stated that perhaps they can put a sign on the shelf saying that, if there is a problem with DVDs, students should report it.

Action: Graeme to look into the possibility of adding more signage near the DVD shelves and report about it at the next SLUG meeting.

- Ali complained about the fact that too many students go to the Library when they are sick and asked if anything can be done to change this culture. Vicki said that this is more a general University problem, because it also happens in lectures. Ewan replied that they can try to speak with Student Services to distribute a health message. Joe replied that he, too, can talk with the Head of Student Services about sharing this message.

- Rikke asked if, as Library Reps, they can encourage schools to submit reading lists as soon as possible. Vicki said that, for the 1st semester, reading lists should come by the end of June. The Academic Liaison Librarians can tell academics that they can also send only the first part of a reading list, so at least the first weeks are available to students earlier.

The meeting adjourned.

Next meeting: 12 April – 4pm, Committee Room – Students’ Association.