



## **S.L.U.G. (Student Library User Group)**

**Monday 1<sup>st</sup> April, 5pm**

**Students' Association Small Rehearsal Room**

### **Agenda**

1. Welcome & Introductions
2. Apologies
  - a. Hilda (Library)
3. Minutes of last meeting (11<sup>th</sup> February 2019)
  - a. Update on action points: feedback on various points
4. Matters Arising:
  - a. Library exam food provision (AF)
    - i. Changing food to the morning could have the same problem – encourages people to be there early rather than late.
    - ii. Could provide coffee in the morning (first 30) but doughnuts/food at night as students use it as a break
    - iii. Graeme emailed Student Services to see if it could be tied in with healthy eating – looking into it
    - iv. Opportunity to support students – keen to link into wellbeing projects
    - v. Other drink options in the evening – maybe hot chocolate or fruit juice
  - b. Library changes (loans, renewals) and Recall system/culture
    - i. Library management system has changed – will allow automatic renewal over the summer. Unless the book is recalled, or it reaches the maximum allowance (roughly a semester for UGs).
    - ii. Looking at charges for books not being returned if it has been recalled – potentially £2 a day. Won't be a fee now for a book being overdue.
    - iii. Students often feel 'mean' if they recall books from people. Might be worth making it clear that there is a period where a book can't be recalled (a week).

- iv. Recall system measures how much a book is in demand. Hold list is carefully examined to see if an electronic copy is necessary or if the book should be transferred to a 3-day hold.
  - v. Recall button more obvious on the website.
  - vi. If a book is taken out of the country, there is a risk that you will have to send it back if it is recalled – might be worth highlighting that when automatic renewals is being advertised.
  - vii. Might be worth highlighting the guaranteed week loan period.
  - viii. Looking at new ideas for loan periods – could have all books on normal lending with some ‘reference’ copies that couldn’t leave the library. Maybe promoting 3-day loan more for books in high demand.
    - 1. 7-day loan periods become obsolete with automatic renewals anyway.
    - 2. Would need to highlight the recall system more so people are aware of it.
  - ix. Short loan can be stressful due to the 4-hour period.
    - 1. Reference copies instead?
    - 2. Short loan can be useful if lots of people need the books – the allocated amount of time makes sure people return it.
    - 3. Potential for 1-day loan instead of 4 hours. Could be an issue with take-home exams. Also relies on academics letting the library know they are having a take-home exam.
    - 4. Might be worth having a staff survey about take-home exams.
  - x. Any other feedback about loans system appreciated.**
- c. Article Reach
- i. Launching in the next few weeks.
  - ii. ‘DIY’ inter-library loans system. Can borrow articles from other libraries within a few days if the library doesn’t have it available.
  - iii. Free to use (inter-library loan of books can sometimes end up costing).
- iv. Will be coming soon!**
- d. Library strategy
- i. Library has developed its first strategy to talk to the University strategy.
  - ii. Talks about the library over the next 5 years.
  - iii. Four key elements that reflect challenges the library faces.
    - 1. Content is Digital first
    - 2. Collecting is Focused
    - 3. Research is Empowered
    - 4. Study Space is High Quality

- iv. Several principles and goals to guide. A way of linking in with the University strategy too to make sure aims are aligned.
- v. **If you think of any feedback or questions, please get in touch.**
- e. Subject Guides (can be found at <https://libguides.st-andrews.ac.uk/index.php?b=g&d=a>)
  - i. Have become a lot more popular recently.
  - ii. Interested in how useful people find them.
  - iii. **Would be very grateful for any feedback on these guides. Whether that's about the existing guides or about guides you think should be there that aren't.**
- f. Exam opening hours
  - i. St Mary's will be open until 10pm Monday-Friday from next week. Staff will still go home at 7:45pm.
  - ii. Hoping to offer weekend opening at St Mary's and JFA during exams, despite it not being massively used in previous years at this time.
  - iii. Arts students can use the JFA library at weekends too.

## 5. AOCB

- a. Library has customer service excellence awards – every year there is an assessment on it.
  - i. As part of that there is a lunch to talk to student users and staff users.
  - ii. Great to have students there to talk anonymously and independently to the assessor – free lunch provided.
  - iii. **Monday 22<sup>nd</sup> April 1-2pm in Students' Association Committee Room.**
  - iv. **If you're keen, email [library@](mailto:library@st-and.ac.uk) or [gh30@](mailto:gh30@st-and.ac.uk) to volunteer.**