

Student Library User Group
16.00 Monday 30 October 2017
Small Rehearsal room Students Association

MINUTES

PRESENT:

Student Representatives:

Zachary Davis (Director of Education), Zeynep Kaserci (Art History), Erin Philips (Biology), Cameron Smith (Divinity), Catherine Midona (Earth & Environmental studies), Ellen White (English), Gaby Levey (Film Studies & Music), James Ellis (Geography & SD), Hailey Ogle (History), Sarah Gharib (IR), Andrew Mitchell (Mathematics & Statistics), Micaela Berglund (Physics & Astronomy), Hannah Tucker (Psychology & Neuroscience) and Seaf Hartley (Social Anthropology)

Library:

Vicki Cormie (Senior Librarian, Academic Liaison), Hilda McNae (Senior Librarian, Academic Liaison), Graeme Hawes (User Services Manager, Library) and Louise Pidcock (Library, minutes).

Apologies:

Jacob Pepper (Chemistry), Kirsten Schauff (Classics), Arnold Haidu (Computer Science), Yasmina Souaid (Economics & Finance), Lauren Bellatti (English), Philip Caraci (Management), Carissa Jacobs (Medicine), Caitlin MacDonald (Modern Languages) and Freya Goble (Philosophy).

ZD opened the meeting with a welcome and everyone introduced themselves.

1) University Review of Learning & Teaching

HMcN let the group know that it was the Library's turn for next year for the University Review of Learning & Teaching. The University carries out a quality audit every 5-6 years on both schools and units. Part of this process includes talking to academic staff, undergraduates and postgraduates. She asked that people keep the 26th April free if possible as we will be asking for SLUG members (or representatives) to attend the panel meeting. VC said that student feedback in this process can definitely make a difference to the outcome of the report and subsequent recommendations to the Library.

2) Customer Service Excellence-Reading Lists

GH let the group know that The Library was delighted to have been awarded the Government standard of Customer Service Excellence.

The Library is hoping to add the Reading List service to the standards assessed for the reassessment next year. GH would be grateful to receive feedback from the group on the service. HMcN asked if the student reps could collect data from their colleagues on what they liked and disliked about using the online Reading Lists Service and what could be done differently. Most of the group had used the Reading List service. AM said as a Maths student he found all the online resources useful although he was conscious some students were not aware of them. VC said she would send links for the subject guides out to the reps. GL said the Film Studies lecturers made sure all their students were aware of the Reading Lists. MB said in Physics a lot of their resources are printed for them so they don't need to use the Reading List facility. This year use of Reading Lists by Physics students seem to have reduced. It was stated any problems seemed to be quickly fixed. VC said there should be an automatic link to Reading Lists from Moodle and MMS although these links may not be as clear as they could be. It was suggested that there could be links to these resources in the school handbooks.

International Relations students use the Reading List facility a great deal although it doesn't help if only part of the reading is digitised. Mostly only 1 chapter can be digitised. HMcN said Academic Liaison would send out further questions to students asking for feedback on the use of Reading Lists.

3) Copies on short Loan

VC informed the group the Library was looking at how many copies of books should be going on short loan. It is usual to only have 1 copy of a book on short loan unless there is high demand for the book therefore more copies would be on the general shelves. It was stated the 4 hour short loan period was not very useful for reading whole texts of a book. The 3 day loan was agreed to be the best option. GL said as a film studies student 4 hours was not long to watch course work DVD's especially if this involved watching a full series. VC said that the Library would be looking at the different loan periods over the next week in advance of the new Library Management System which will be implemented next summer.

VC asked the group to ask for feedback from their colleagues and pass it onto HMcN or her.

4) Orientation Review

Each academic year new students are invited to orientation week to look around the Library and find out how to use it. This year there was a 26% increase in the number of students attending. HMcN said the Library was reviewing orientation and wanted to know from current students what they would like to have been told or known about in Freshers' Week.

AS said it would have been useful to know during Orientation how to use Shibboleth to log onto the electronic resources on the online reading list.

It was asked if school specific tours could be held and if subject guides could be incorporated into the relevant school handbook. VC felt the subject guides were not visible enough and that this would be a good idea.

The Head of Learning Technology & IT Skills Development had recently suggested that the Library could include online library skills module in Moodle. A discussion took place which acknowledged that not all Schools used Moodle and that this would need to be considered if implementing such a module. VC said an option would be to integrate subject guides into Moodle or other relevant online system

5) St Mary's Opening Hours

GH informed the group that this year St Mary's opening hours had been extended to 19.45. He said the uptake on this could be better. He informed us King James Library upstairs in St Mary's Library has seating for 50 students and could be used as an alternative study area. He told us they were going to try opening at weekends 2 weeks before the start of exams. It was asked if St Mary's could be opened earlier in the mornings. He replied this was reliant on staff being available to cover during this period.

6) Smoking Outside the Library-Graeme

At the moment there is no designated smoking area outside the Library. People tend to use the benches directly outside the front entrance for smoking. GH felt this was not a good first impression for somebody visiting the building. In January it has been agreed to move this away from the front entrance and round to the side of the building, adjacent to North Street. GH asked the group for their views. Even though some of the students feel smoking is a personal preference it is still not very nice walking outside the entrance through a cloud of smoke. One of the group felt it was very aggressive dividing smokers from non-smokers. She felt if you were a non-smoker you could choose not to go near the smoking area. It was felt by some of the group some students don't even go into the Library due to

medical reasons because of the smoke. GH asked for feedback from students who were affected by smoking outside the Library as this was the best way to get differing views on this problem.

7) AOCB

It was felt by the group that no food allowed rule on the upper floors should continue. It was said the chewing and opening of food packets was very disruptive. Also the smell of food could be very off putting.

8) The next meeting is Thursday 15 February 16.00-17.00.

| Actions | |
|--|--------------------------|
| Circulate link to subject guide | VC |
| E-mail Library Reps to ask for further comments on the issues discussed (reading lists, orientation, short loan) | HM |
| Gather feedback on reading lists, orientation and short loan | All Student Library Reps |