



Library Services Impact Report 2021/22

Introduction

Welcome to the Library Services Impact Report for 2020/21. This new report aims to provide a rounded view of the ways in which the work of Library Services impacts on learning, research and reputation activities across Queen Mary University of London.

After (and indeed during) the very challenging years of the Covid-19 pandemic, Library Services has been striving to develop our spaces, resources and services, often leading the way for the university in our areas of expertise. Notable developments in 2021/22 have been the opening of a substantially re-configured ground floor at the Mile End Library, the implementation of a swift and cost-effective interlibrary loans service which is available to the whole Queen Mary community, and the rollout of Smarthinking, an online tutoring tool which provides round-the-clock support for students. Our Key Performance Indicators have also demonstrated significant improvements against 2020/21, the first year in which they were measured.

This year too, we have been looking further ahead towards 2030, and have developed a Vision and set of Ambitions which flow from it, as follows:

Our vision is that by 2030, Queen Mary Libraries will be making major contributions to the strategic ambitions of the University relating to learning, research and reputation.

A research-intensive university without a high profile academic library service is unthinkable. An academic library service provides essential information resources, spaces, expertise and services to everyone within the university community, and offers an approachable entry point to the institution for those outside of it. As a result, it can be a powerful lever for success in learning and research, and a window through which the world can see the university at work.

Our ambitions for 2030 are that:

1. Queen Mary Libraries will be delivering a wide range of **information resources and services** for learners and researchers which are user-centred, digital-first, seamless at the point of use, equitable to access and truly co-created, fully reflecting the diversity of our university community and aspiring to meet the needs of each individual within it
2. Queen Mary Libraries will be actively strengthening and diversifying our **unique collections**, encompassing historic archives, rare books, born-digital research data, and the university's collections of art and artefacts, embracing our role as custodians of the memory of our institution, and working closely with educators and research leads to ensure that our collections are actively used to support the University's inclusive curriculum and Research Highways
3. Queen Mary Libraries will be offering a wide range of **easily accessible spaces**, which engender a sense of wonder, inspiration and pride, which fully support and integrate the physical and the digital aspects of independent learning and research, and which cement a sense of emotional connection and belonging to Queen Mary and to academic life in general
4. Queen Mary Libraries will be playing a key role in **making the work of the university visible** to the outside world, through advocating and practically supporting open approaches to publishing and scholarship, through hosting open exhibitions and events, and by making library spaces more porous to the local community through strategic engagements with partners in support of the Civic University Agreement

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Education and Learning

Library Services supports Queen Mary's Education and Student Experience Strategy by enabling students at all levels to develop the skills that they need to succeed in academia and in life.

Information Literacy Support

Library Services provides a well-established programme of teaching and one-to-one support, to help students develop skills which include:

- Identifying good quality, relevant and trustworthy information resources, available at the university and beyond
- Searching effectively for information
- Evaluating information
- Referencing and using reference management tools

Interactive teaching sessions for undergraduates (UGs) and postgraduate taught students (PGTs) are either embedded within academic programmes or presented as standalone elective workshops. In 2021/22 these were delivered face-to-face, as mixed mode education (MME), fully online or blended.

In 2021/2022, 97% of participants in interactive group sessions reported greater confidence in the topic after the session than they had before it.

Case Study: Integrating information literacy with the undergraduate Bachelor of Dental Surgery (BDS) programme

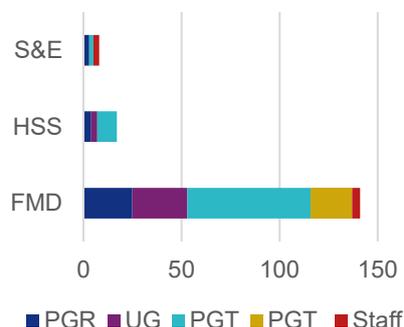
Evidence-Based Dentistry (EBD) encourages the use of high-quality research evidence, alongside clinical expertise and patient values, to help improve clinical decision making. Library Services staff collaborate with academic staff in the Institute of Dentistry on the design, delivery, and assessment of the EBD modules. A blended approach is used, with online learning activities before and after interactive seminars or workshops, and opportunities for hands-on practice and peer learning.

“The fact that as soon as we learnt something, we followed it up with a method of consolidation (in the form of an activity, quiz etc.) ... allowed us to understand if we truly understand the content being taught” *Workshop attendee*

Sessions for postgraduate research students (PGRs) are also provided by Library Services and are described in the section on “Workshops for doctoral research students and early career researchers”, below.

Information Literacy and Academic Skills Sessions

One-to-one support sessions by faculty/level



Interactive teaching sessions by faculty/level



Postgraduate Taught sessions: workshop attendees by topic



Academic Skills Support

The Library Teaching and Learning Support team was reorganised this year so that there was a more equal balance between the existing Information Literacy side of the team (Academic Liaison Librarians and Information Skills Assistants) and the Academic Skills side, with dedicated Senior Academic Skills Advisers introduced for each faculty. This significantly increased capacity to support students' research, study and writing skills. One of the Senior Academic Skills Advisers has university-wide responsibility for supporting students with their maths and statistics, which has not been offered previously at cross-institutional level.

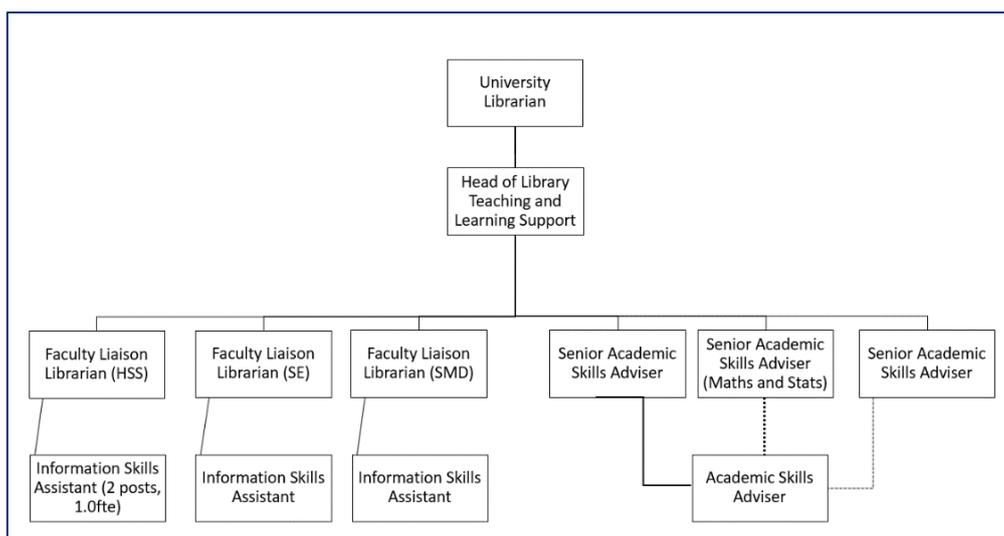


Fig. 1. Teaching and Learning Support Organisational Chart

Dissertation workshops

While staff vacancies meant that the academic skills support offered was reduced for much of 2021/22, the new team were in place by the end of March and were able to offer a series of workshops aimed at taught postgraduate (PGT) students working on their dissertations.

Dissertation workshops took place from April to June and were open to all PGT students.

- 293 registrations were made by 236 unique users
- There were 425 attendees at sessions

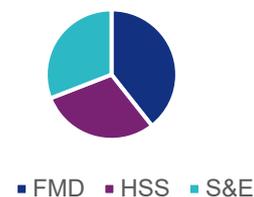
All feedback on the sessions was positive, including the following:

“[It made me] consider writing a part of the thinking process (and it’s not committing the idea to the page). will probably write this at the top of drafts to remind me!” *Workshop attendee*

“It was very good and I understand now to write topic sentence, definition, examples and explain examples and write the concluded sentence” *Workshop attendee*

Academic Skills Workshops

PGT dissertation sessions attendees, by faculty



■ FMD ■ HSS ■ S&E

Research

Library Services supports the Queen Mary strategy for research and innovation in a number of ways. We enable the Queen Mary research community to curate, disseminate and preserve their research outputs, following the principles of open scholarship and responsible use of metrics, we build and preserve unique and distinctive collections in specific areas of focus, and we facilitate access to the world's collective knowledge as foundations for research and innovation

Open Research

Open Access (OA) policy and funder compliance

A new open access policy from UK Research and Innovation (UKRI) came into force on 1 April 2022. The policy introduced stricter requirements for publishing open access, depositing accepted manuscripts in institutional or subject repositories, and retaining intellectual property rights.

Library Services staff coordinated the rollout of the new policy across Queen Mary, providing researchers with information on how to meet the new requirements by delivering updates to Research and Innovation Board (RIB), meeting with Schools and Institutes, and providing guidance to individual researchers.

Through carefully considered engagement activities, Library Services was able to support researchers to understand the new policy, as well as continuing the conversation on related topics, such as emerging trends in Transitional Agreements (see below).

National negotiations with Elsevier

One in five UK research articles is published by Elsevier, the world's largest publisher. At Queen Mary, a significant proportion of the information resources budget is spent on subscribing to Elsevier journals. In early 2021, the UK Higher Education sector entered into negotiation for a new national agreement which had two aims: to reduce and constrain costs, and to incorporate open access publishing costs.

Library Services staff provided regular briefings to the academic community, including the university's Senior Executive Team, to ensure that the UKHE sector presented a united front in supporting this complex negotiation. Library Services staff also participated in making credible plans at national level for providing alternative access to Elsevier journal content to the university community, should the negotiation stall, and the existing subscription lapse.

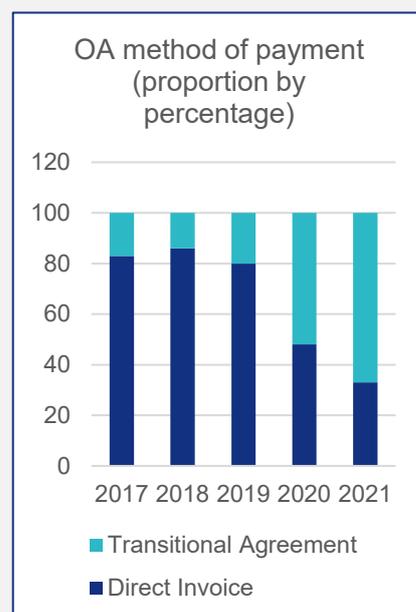
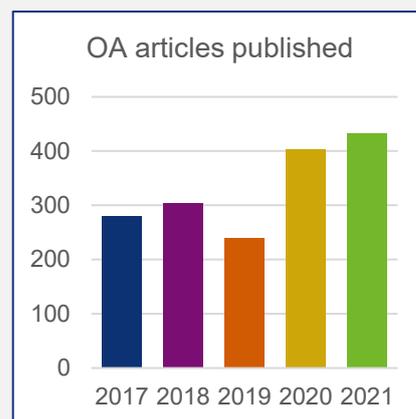
A new Transitional Agreement (TA) was finally signed in early 2022, incorporating both cheaper access to subscription-only content, and a quicker and much more streamlined route to publish open access in Elsevier journals, including The Lancet and Cell Press titles.

The collective willingness of institutions to negotiate hard for constrained costs and more comprehensive OA provision has put UKHE in a strong position to undertake similar negotiations in the future.

Research Outputs

3145

Deposits to Queen Mary Research Online in 2021



Research Collections

Introduction of self-deposit for doctoral theses

Library Services staff worked closely with colleagues in the Research Degrees Office (RDO) to enable postgraduate research students to self-deposit electronic copies of their doctoral theses for retention in perpetuity.

From August 2022, postgraduate research students will be able to create a record of their thesis and upload the full text directly into the research information system, Symplectic Elements, which acts as a registry of research outputs and outcomes at Queen Mary.

This enables the student to provide comprehensive information (metadata) about the item, the source of any restricted content, and the reason for any embargo. This will reduce the risk of early release of the thesis, or breaches of intellectual property rights and commercial confidentiality, provide a seamless deposit process and help make the thesis swiftly available online for consultation by the wider public, as appropriate.

Acquisition of Spitalfields Music Festival archives

Library Services has acquired the archives of Spitalfields Music Festival, just one of the sixteen collections or items deposited in 2021/22, which range from personal letters to artworks. Depositing these unique items with Queen Mary's nationally-accredited Archives Service ensures their long-term preservation and security, as well as making them available to today's researchers.

For over 45 years, Spitalfields Music Festival has brought together voices from across Tower Hamlets, supporting wellbeing and providing opportunities for people of all ages to explore and experience music making, as well as delivering its annual festival.

The collection includes correspondence, photographs, music scores and audio recordings amongst a range of other materials, offering fantastic opportunities to explore the themes of performance and community engagement alongside other similar materials already kept within Queen Mary's strongrooms.

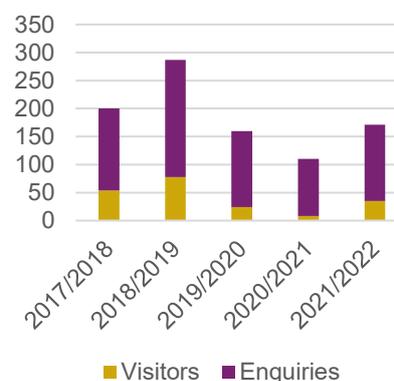
Visitors to Archives and Special Collections

The number of visitors and enquiries to Archives and Special Collections began to recover after a significant drop due to the pandemic in 2020/21, as the graphic to the right of this page shows.

Archives and Special Collections

- 16 items or collections have been newly deposited
- An estimated 930 rare books have been catalogued, or have undergone enhanced cataloguing

Visitors and Enquiries to Archives and Special Collections



Discoveries in the collections:

- A volume of Beeton's Christmas Annual (13th Season, 1872) with plates by John Everett Millais
- The Idealism of Sir Robert Jones (F Watson, 1934) - one of only 4 copies in the UK and the only one in England

Supporting Research and Researchers

Research Reporting Services

The new post of Research Reporting Analyst was introduced within Library Services in August 2021.

Continuing the work of a previous fixed-term post that helped to deliver data for the REF2021 submission, this permanent position has a focus on establishing and increasing the delivery of research outputs reporting and analysis on behalf of the university, including raw data on the numbers and types of outputs produced by Queen Mary researchers, and citation and other metrics which are used to measure engagement with our research outputs by the wider world.

The new post-holder has enriched Queen Mary's understanding of research success by delivering 28 datasets in their first year, including those which underpin Queen Mary's Research KPIs, which support annual updates to research funders, and which track compliance with ongoing open access policies across a range of funders at national level.

Research Reporting

Research Reporting Requests



- REF open access compliance
- Metrics and output reports
- Institutional reporting
- New UKRI open access policy

Workshops for doctoral research students and early career researchers

Library Services provided 36 workshops for research students and early career researchers in 2021/22. Sessions covered topics such as specialist databases, research management tools, the conduct of advanced searches, and the use of innovative ways of thinking about research. For example, the 'Visualise It', workshop is a practical, hands-on session that gives the participants a chance to explore their research topic in a very different way.

The workshops were well-received, and positive feedback included the following comments:

"Guided me through the process of using my chosen database (Ovid) to deliver appropriate results. [The trainer] helped me understand the reason for irrelevant research results and how to improve the search. [The trainer] was extremely helpful and patient. Can't thank [them] enough!"

PGR student

"It gave space to be creative. The collage was a very welcome exercise and remember why the subject is of interest in the first place and right for you. To think AROUND the topic"

Participant in "Visualise It" workshop

Student and Academic Experience

Library Services contributes to the student and academic experience in a wide range of ways. We provide digital environments which help our students and researchers to efficiently navigate a complex information landscape and high quality buildings and study spaces which help our students and researchers to reach their full potential. We manage our collections effectively to support the current needs of Queen Mary and to preserve access for future generations. Crucially, we are committed to working in partnership with students and researchers to develop and improve our services, resources and study environments.

An excellent experience in learning and research

Get Ahead

Library Services staff coordinated a cross-university pilot project to develop support for students starting at Queen Mary in 2021, with the aims of demystifying higher education and contributing to new students' sense of belonging and engagement. *Get Ahead* involves the creation and curation of self-guided resources, and a number of activities which bring new students together with their peers and current Queen Mary students. The pilot was successful, and has now been extended to support new students in 2022 and 2023.

Online tutoring

Library Services staff coordinated the procurement and implementation of an online tutoring service during 2021/22. *Smarthinking* was the product chosen by a panel of learners and educators, following a rigorous evaluation process. This was launched in March 2022 and usage has gradually been increasing across the university, including amongst students in Malta. As anticipated, the service is used most often between 5pm and 9am (64% of the time), and the response from students has been very positive, with 97% of respondents saying they would recommend Smarthinking to a friend.

“Thank you so much to all the tutors that gave feedback! It is the only paper I have written in which I have not felt lost and in which I learnt the most!!”

“I was recommended by a friend, so glad I used this service. I submitted work a day before my dissertation deadline and got feedback so fast and was able to use the help in time.”

“Provided me with feedback which I did not consider and was able to see the difference. Thank you the help was much appreciated”

“Was awesome and provided a bit of comfort during a stressful time”

Academic Integrity

During 2021/22 Library Services staff worked with colleagues in ARCS (now the Directorate of Governance and Legal Services) and Queen Mary Academy to provide more guidance to students on academic integrity, including good practice when completing assessments and avoiding academic misconduct. This involved piloting an external tool, provided by Epigeum, which is owned by Oxford University Press. However, it was eventually decided to develop a Queen Mary-specific QMplus course that will be launched in time for the 2022/23 academic year.

WebChat and FAQs

Library WebChat is a virtual enquiry desk, principally handling short and practical enquiries. Library Services staff developed this service during the pandemic as a digital alternative to the in-person service, and then retained it to provide a synchronous service for distance learners and those who find an online enquiry service more convenient than approaching staffed service points. We currently offer Library WebChat on weekdays, from 10.00 to 16:00.

Outside WebChat service hours, we have developed a comprehensive and regularly updated bank of FAQs that provides succinct and user-friendly answers to a range of popular enquiries.

Discovery and access to information resources

Inter-library loan and document supply

In 2021/22, Queen Mary joined RapidILL, a collaborative system used by the academic libraries of Russell Group universities and worldwide. Library Services staff can now provide access to online articles and chapters of ebooks through an online inter-library lending (ILL) service. The service has a turnaround time of 24 hours which is a considerable improvement on the previous 3-4 days.

The initial motivation for joining RapidILL was the Elsevier negotiation (see above, p7), and the need to provide alternative access to Elsevier journal content in the event that the negotiations stalled. Library Services staff participated in large-scale testing of RapidILL to simulate the potential workload that would be involved in such a scenario. The tests were successful, and the working method for withholding subscription renewals whilst providing access to journal content via RapidILL can now be applied to support negotiations with other large publishers if required.

We continue to use the British Library to provide print items on loan, but have taken the opportunity to upgrade our delivery service. Together with RapidILL, waiting times on a range of Inter-Lending and document supply services have reduced significantly.

Furthermore, RapidILL has a very low flat-rate subscription, with items being supplied freely by participating libraries under a load-balanced reciprocal model. The significant reduction in costs means that we are able to scale out the service to many more students and staff within the Queen Mary community, at the same time ceasing to re-charge Schools for individual items, reducing expense and administrative effort across the board.

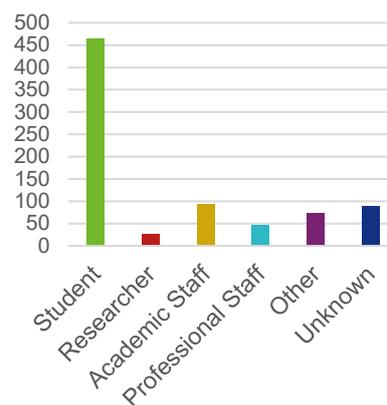
Engagement and user experience

5 most frequent WebChat topics

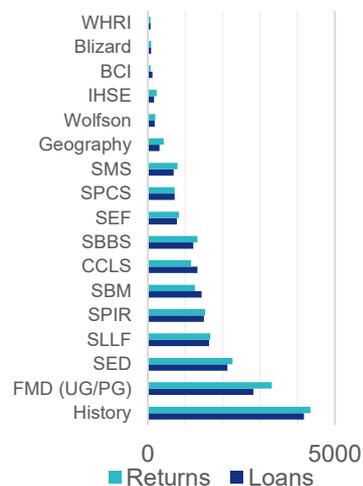


- Access & membership
- Access to e-resources
- Library account problems
- Study spaces
- Access to e-books

WebChat users



Book Lending and Returns by School/Institute



Flexible Borrowing

Library Services initially introduced Flexible Borrowing in 2020/2021 during the pandemic, and it has now been rolled out as a full service. Materials on loan are now automatically renewed for up to 51 weeks, if not requested by someone else.

Previously materials were loaned for a set number of days or weeks, the borrower renewed the item if they wished to keep it for longer, and a fine was charged if the borrower missed the due date. Under the flexible borrowing model, a charge is made only for non-return if the item is requested by someone else, or when materials remain outstanding after the end of the membership or contract with Queen Mary.

In response to feedback during the first full year of operation, the borrowing parameters were adjusted for research postgraduate students and other researchers who needed to retain books for longer than 51 weeks.

The new service reduces expense and unnecessary transactions for borrowers. In 2019/20, a total of £8,128.73 in fines were incurred. During the pandemic, fines were suspended and waived. Fines were reinstated on 29 March 2022, but since then students have incurred no fines under the flexible borrowing model.

E-textbook acquisition

In August 2021, Library Services received additional funding to purchase etextbooks, helping to support mixed-mode education (MME), and the continued growth of distance learning to meet institutional strategy.

Etextbooks are now an indispensable part of Library Services provision, but this has significant financial implications. Etextbook titles from well-known academic publishers such as Routledge, Wiley, OUP, and CUP can cost thousands of pounds per title, depending on the number of students in the relevant cohort.

Total spend on etextbooks in 2021/22 was £71,582. Between August 2021 and May 2022, the acquired texts were consulted 7,642 times, equating to a cost-per-use of £9.37. This is substantially higher than the average cost-per-use of £0.99 for a standard ebook (usually a monograph) at Queen Mary. The academic library sector is working collaboratively to lobby publishers for cost reductions and to support an increase in high quality open educational content which can be used as an alternative to conventionally-published etextbooks.

Information resources

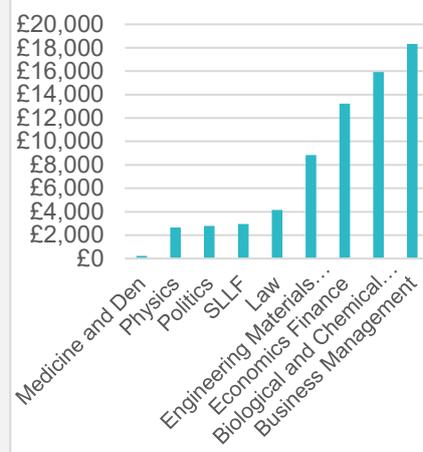
- 1.2million items: the size of the print and electronic collections at Queen Mary
- 10,000: the approximate number of new items added to the collections annually
- 28 new online information packages in 2021/22
- 7,469,080 uses of information resources in 2021/22

E-Resources enquiries by type



- Provider issue
- Access issue
- Help using e-resources
- Additional content
- Other

eTextbook spend



Growth in Reading Lists Online

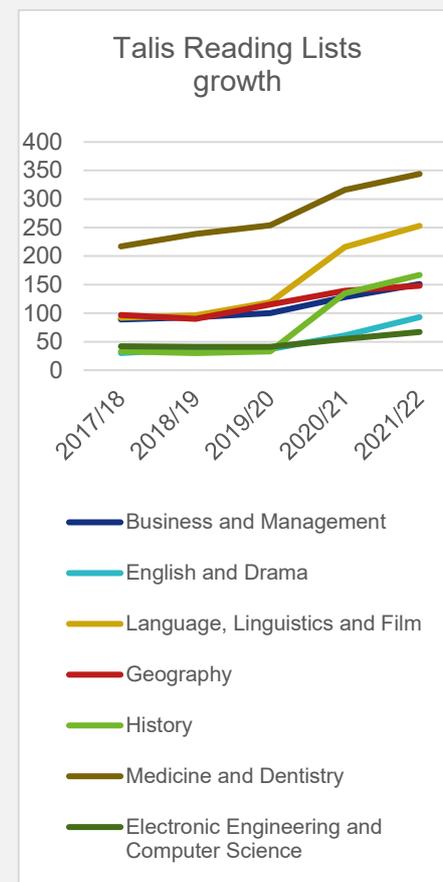
During 2021/22, there was a measurable growth in the number of reading lists added to Talis Aspire by academic colleagues, advised and supported by Library Services staff.

There are many benefits to using Reading Lists Online on the Talis Aspire platform, including: direct integration with QMPlus modules, allowing students to interact with their readings, giving a more consistent approach which particularly helps students with disabilities, supporting diverse content, and providing seamless access to resources. Module leaders are also able to assess how much their students are interacting with the resources on their lists through usage analytics available through the platform.

Reasons for the increases include:

- The use of Talis becoming a cultural norm for new modules (School of History)
- Targeted training for staff (School of Electronic Engineering and Computer Science)
- Workshops such as 'Making the most of Reading Lists Online' delivered by the dedicated Online Reading Lists Coordinator within Library Services

Access to information



Access to high quality study and research space at the point of need

Increased access to higher education libraries via SCONUL Access

In 2021/22, Library Services extended its membership of the SCONUL Access scheme to include undergraduates and taught postgraduate students, in response to requests received via QMSU. SCONUL Access is a reciprocal scheme which allows library access for members of any higher education institution in the UK and Ireland that participates, and Queen Mary's academic staff and research students have had been able to use the scheme for several years. Now taught students too are able to visit and use the collections at 158 academic libraries throughout the UK, including those at Cambridge University, Durham University, Manchester University and Liverpool University.

Extended opening hours at Whitechapel Library

Opening hours at Whitechapel library were extended from midnight until 3am, Monday to Sunday, 4 April until 22 July for revision and exams, in response to feedback from the Faculty of Medicine and Dentistry (FMD) and QMSU. This limited pilot will now be evaluated, and the merits of extended opening will be considered carefully with FMD colleagues.

Mile End Library Transformation

The first phase of the transformation of the Mile End Library was opened in October 2021. Library Services worked closely with Estates and Facilities and QMSU to re-design the ground floor of the library, resulting in a group study area that is fitted with sound absorbing materials and remains purposeful and conducive to study even when filled with groups of students. During the exam revision period in April 2022, there were often over 100 people in this area, but even at the busiest times a calm atmosphere was maintained as a result of the carefully designed space.

In addition, the café was removed, reducing mixed messages about the overall purpose of the building, and the entrance, the number and location of the entry gates, and the location and layout of the Welcome Desk were also improved, making it easier for library visitors to navigate through the building and find help when needed.

2021/22 also saw the beginning of extension work to deliver two additional floors to the south end of the building, as well as refurbishment of the first and second floors, all part of a larger transformation project for the entire building, due for completion in summer 2023.

High quality study and research spaces



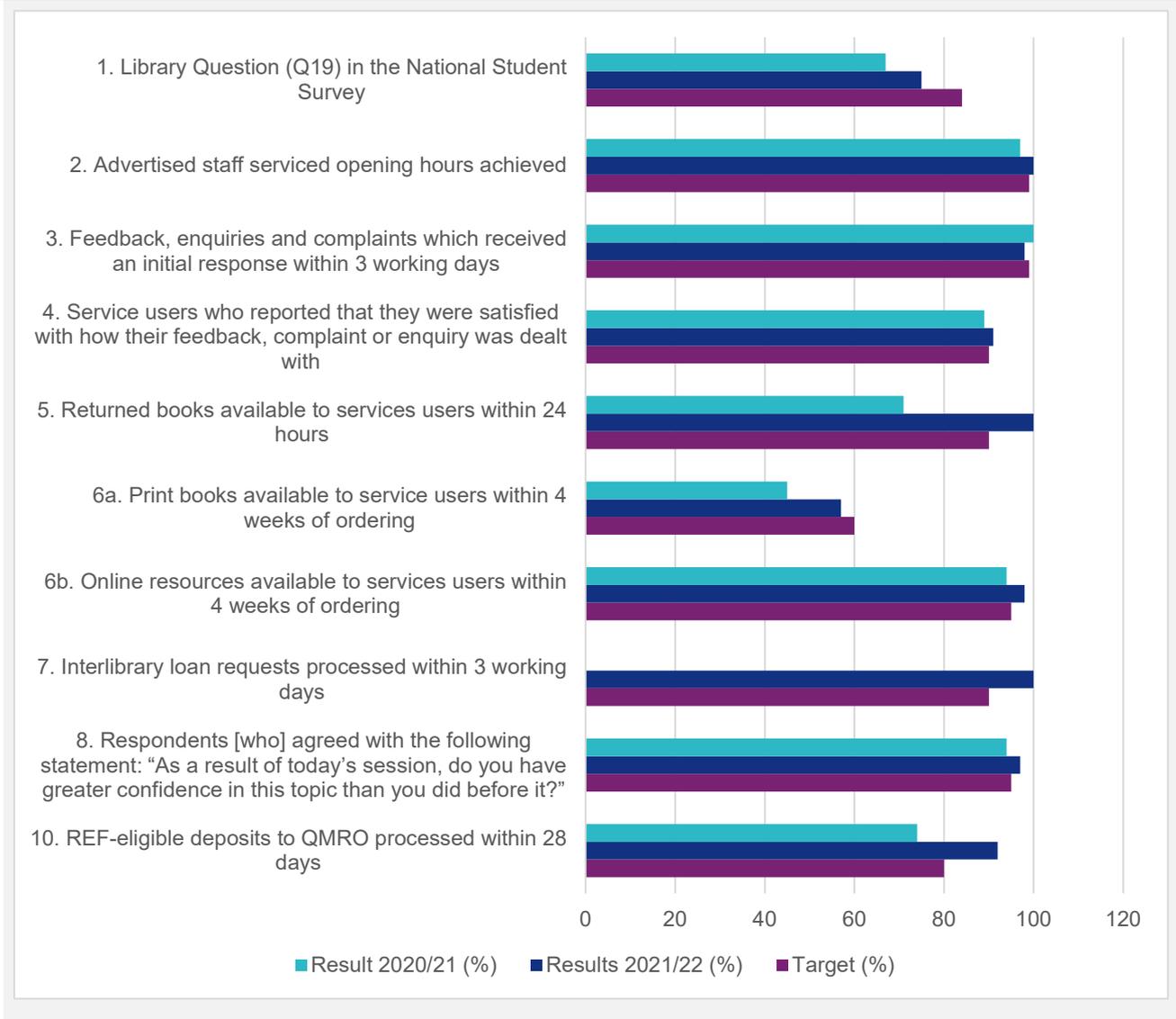
Group study room before re-development



Group study area after re-development

Key Performance Indicators

Library Services KPI Results for 2021/2022 Compared with Targets and Results from 2020/2021



KPIs in context

Library Services uses a range of key performance indicators (KPIs) to measure departmental performance levels for regular tasks that are critical to the university in terms of student, academic and researcher experience, as well as funder compliance. This is the second full year that Library Services has been measuring performance against a suite of KPIs agreed by the Education Quality and Standards Board. This allows us to begin tracking performance over time, and to use the metrics to drill down into the reasons for any areas of underperformance. This is already enabled us to understand and rectify issues that would otherwise have gone unnoticed.

Areas where targets were met or exceeded

In 2020/21, only one KPI out of the eight that were measured was met or exceeded. In 2021/22, there was a significant improvement in performance, with seven out of the ten KPIs that were measured being met or exceeded. KPIs for library and study space opening hours (KPI 2), satisfaction with the outcome from feedback, enquiries or complaints (KPI 4), speed of availability of returned books (KPI 5), speed of ordering for e-resources (KPI 6b), speed of processing for interlibrary loans (KPI 7), confidence gained as a result of workshops and drop-in sessions held by Library Services staff (KPI 8), and speed of processing deposits to the QMRO (Queen Mary Research Online) repository (KPI 10) have all been met or exceeded.

Process reviews took place for book re-shelving and interlibrary loan requests during 2021/22, which resulted in improved performance in these areas. Pleasingly, all books were re-shelved within 24 hours of return (100% against a target of 90%), and all Interlibrary Loan requests were processed within 3 working days (also 100% against a target of 90%). In both cases, information resources are now being very swiftly made available to students or researchers who may need them.

Areas where targets were not met or not measured

The NSS score for the Library Question in the National Student Survey (KPI 1) rebounded from a low of 67% in 2021 to 75% in 2022, but this was still 9% below the target set by the Office for Students (OfS) and below the 81% score achieved in 2020. Detailed examination of the free-text comments is still underway, but early analysis indicates that final year students in 2022 may have had a low awareness of the library spaces, resources and services that were available to them, and many had problematic experiences with accessing e-books and other e-resources. There may also have been some impact from the ongoing building works that affected the Mile End Library during 2020/21. We now have the benefit of a Senior Communications Officer (Library Services), who began work in earnest after the NSS survey period closed in 2022, and we hope that their activities to promote Library Services via a number of different communication channels will make a positive difference for 2023.

Response time to feedback, enquiries and complaints (KPI 3) was marginally under target, with 98% of contacts receiving a response within 3 days, against a target of 99%. The underlying issue here turned out to be a misunderstanding of the process within one group of staff. This was rectified during the course of the year, and the performance is now reaching the expected target.

Print book supply (KPI 6a) returned to near-normal after a difficult year for academic book supply companies in 2020/21, with many staff being furloughed due to the pandemic. There was a significant improvement in 2021/22, from 45% of orders being received within 4 weeks, to 57%, which was nevertheless still 3% under the target of 60%. As the majority of books are now available electronically, items that are ordered in print are often from small publishers or out-of-print and are inherently more difficult to procure – however, we continue to work with our suppliers to drive improvements.

There is only one KPI that is not being reported this year, KPI 9, which is a measurement of the ratio of study spaces to students. The Space Management Team within Estates and Facilities has been working on a new set of benchmarks for university spaces across the board. Library Service expects to begin reporting against the relevant benchmarks once they have been approved at university level.

Reputation and Representation

Representing Queen Mary

Library Services staff sit on a wide range of networks and committees and make contributions to a broad spectrum of workstreams, representing Queen Mary and their professions, sharing knowledge, and supporting growth and development. They model the Queen Mary values of Inclusive, Proud, Ambitious, Collegial, and Ethical, seeking ways help the university to achieve its ambitions, as well as representing the ethos of the institution externally through their own professional development and that of others.

Institutional Committees

Member of Education Quality & Standards Board – Kate Price (University Librarian)

Member of Taught Programmes Board – Kate Price (University Librarian) [from 2022/23 this will be Alistair Morey]

Institutional workstreams with representation from Library Services

- Inclusive Curriculum
- Assessment and Feedback
- Online Learning Communities
- Graduate Attributes
- LinkedIn Learning
- Advisor Training Development
- Welcome and Induction

Community engagement

In January 2022 Library Services staff were approached by Student Recruitment & Widening Participation to deliver a study skills element as part of Queen Mary Futures, which is targeted at 16/17-year-old students in London from backgrounds that are typically underrepresented at university, particularly important due to the lost learning of the previous two years. Two sessions on finding and using reliable sources of information were delivered to 58 students, with 83% either agreeing or strongly agreeing that the sessions were 'useful'.

Library Services contributed the 'Give a Book a Home' stall to the 2022 Festival of Communities, where material withdrawn from the Mile End Library collection was offered directly to our local communities. Usually, such material is donated to charity but participating in this event resulted in interactions between Library Services staff and festival visitors and 486 books being given away.

Library Services staff also hosted an introduction to Queen Mary Archives stall at the 2022 Festival of Communities, with images and other materials from the archives on the founding of institution. Children were able to choose from a range of images to colour, whilst copies of two books ("Castle Adamant" on the founding of Westfield College, and "From Palace to College" on the founding of Queen Mary College) were available for visitors to take away.

Representing the professions and supporting professional growth

Membership of professional networks

Queen Mary Library Services staff contribute to a range of professional networks, sharing knowledge as well as shaping the direction of research and special collections libraries in the UK, and through partner research library networks worldwide.

Alistair Morey (Head of Library Teaching & Learning Support) - Association of Learning Developers in Higher Education, Steering Group member and co-chair of the Events Working Group

Paula Funnell (Faculty Liaison Librarian, Faculty of Medicine & Dentistry) - SCONUL Community of Interest Group on Blended Learning

Kate Price (University Librarian) - Member of the Board of Trustees, Research Libraries UK (RLUK)

Kate Price - Co-chair, AHRC- RLUK Research Engagement Programme Steering Group

Marc Cohen (Head of Library Resources & Collections) - Member of the RLUK Associate Directors Network

Marc Cohen - Member of the RLUK Collections Strategy Network

Sarah Molloy (Head of Library Research Support) - Member of the RLUK Digital Scholarship Network

Sarah Molloy and Katie Ormerod (Lead Archivist) - Members of the RLUK Special Collections and Heritage Network

Jeremy Claridge (Open Research Services Librarian) - Member of the RLUK Open Access Publisher Processes Group (OAPP)

Kate Price - Member of the University of London Federal Libraries Group

Kate Price - Member of the SCONUL Organisational Development Strategy Group

Andy Ekins (Library Manager – Circulation) - Member of the SCONUL Statistics Steering Group

Jeremy Claridge - Member of the Jisc Open Access Reporting Task and Finish Group

Nate Evuarherhe (Acquisitions Librarian) - Member of the CPD25 Task Group 1: Career Development

Andy Ekins - Member of the CPD25 Task Group 2: Quality, Standards and Legal Frameworks

Sarah Molloy - Member of the Science and Engineering South Consortium for Research Data Management

Richard Evans (Faculty Liaison Librarian, Faculty of Humanities & Social Sciences) - Member of the Business Librarians Association

Paula Funnell - Member of the Librarians of the London University Medical Schools

James Soderman (Faculty Liaison Librarian, Faculty of Science & Engineering) - Member of the London Biology Librarian Group

James Soderman - Member of the Psychology Librarian Group

Presentations given at conferences and workshops

Alistair Morey - Universities UK *Enhancing the Student Experience* Conference. Presenting about Queen Mary's approach to supporting students, including Smarthinking

Paula Funnell - Teaching session on effective database searching for foundation year doctors -

Chenée Psaros (Senior Academic Skills Adviser) - ALDinHE Annual Conference: 'Walk me through your dissertation'. Using urban walks to develop students' thinking about research

James Soderman - LILAC information literacy conference - The power of collaging in unlocking research topics

Paula Funnell and James Soderman - The future of Information Literacy teaching – lessons learned from the pandemic, poster at the M25 Consortium of Academic Libraries Annual Conference

Paula Funnell - Teachmeet events, including one arranged by the CILIP Information Literacy Group

CPD 25 events:

- **Paula Funnell** - So, you want to be a Subject Librarian?
- **James Soderman** - 'Teaching information literacy – practical tips'
- **Aqil Zahid** (Library Manager – Environment) and **Ciaran Donnelly** (Library Supervisor – Environment) - Staff experiences of library building projects

Mentoring

Kate Price (University Librarian) is a mentor, SCONUL Leading Libraries Mentoring Scheme

Kate Price is a mentor (University Librarian), University of London B-Mentor Scheme

Jane Alderson-Rice (Head of Library Frontline Services) is a mentor, early career librarians in HE via UCL Department of Information Studies

Sarah Molloy (Head of Library Research Support) is a mentor, RLUK/National Archives Professional Fellowship Scheme

Chenée Psaros (Senior Academic Skills Adviser) was a member of the working group piloting a new mentoring programme for Learning Developers

Awards and recognition

Paula Funnell - Education Excellence Award 2021 - for developing innovative pedagogical approaches, tools, and technologies to enhance the student learning experience for the teaching of information literacy

Alistair Morey - Education Excellence Award 2021 - Part of a group award for the Stepping Stones/Get Ahead project to support incoming students

Paula Funnell - QMSU Teaching Awards 2021– Nomination for Unsung Hero Award

Queen Mary Library Services was re-certified with Archives Service Accreditation in July 2022 by The National Archives

Library Services Impact Report 2021/22
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