



# **Library Services Impact Report 2022/23**

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# Introduction

Welcome to the Library Services Impact Report for 2022/23, which provides an overview of the ways that the work of the department impacts on learning, research, and reputation activities across the university.

The year was dominated by the continued physical transformation of the Mile End Library, with the completion of an additional third and fourth storey to the south end of the building, and the refurbishment of the remaining reading rooms. We are incredibly proud of the quality of library spaces that students, researchers, and academic colleagues can now access and look forward to welcoming the whole Queen Mary community (as well as our community partners) into the building during 2023/24. Further notable developments include our support for academic integrity, particularly as public awareness of generative AI became widespread after the launch of ChatGPT, the continued expansion of “read and publish” agreements with academic journal publishers, and foundational work undertaken in partnership with IT Services to assess cross-institutional support for research data management and digital preservation.

Looking to the future, we have been very pleased to secure a significant increase to the financial resources available for library staffing and collection building staged over the next five years, in recognition of the centrality of Queen Mary Libraries to the successful delivery of the Queen Mary 2030 Strategy. We are looking forward to working closely with our partners across the university to ensure that this additional funding moves us ever closer to achieving our Vision, as set out below.

**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

<b>Introduction</b>	<b>2</b>
<b>Education and Learning</b>	<b>5</b>
Teaching and academic integrity	5
Academic integrity and artificial intelligence	5
Second Year Success project	6
Developing Academic Skills provision	6
Teaching with Archives	7
<b>Research</b>	<b>8</b>
Open Research	8
Read and publish agreements	8
Institutional open access fund	8
Research data management (RDM)	9
Research information management	9
Annual Researchfish submission	9
Digital preservation readiness	9
DPC RAM and membership	9
<b>Student and Academic Experience</b>	<b>11</b>
Improvements to study and research spaces	11
Mile End Library Transformation	11
Additional library enhancements	11
Library occupancy and opening hours	11
New and enhanced collections	12
JSTOR Demand Driven Acquisition	12
Time Out collection	12
New digital information resources	12
eThesis self-deposit	13
Additions to the print thesis collection	13
Engagement with cultural heritage and institutional memory	14
Archives placements	14

Archives enquiries	14
Enquiries and circulation	15
Stock review	15
Enquiry services	15
Borrowing patterns	15
<b>Key Performance Indicators</b>	<b>16</b>
KPIs in context	16
Areas where targets were met or exceeded	16
Areas where targets were not met	17
<b>Reputation and Representation</b>	<b>18</b>
Representing Queen Mary	18
Institutional Committees	18
Institutional workstreams with representation from Library Services	18
Representing the professions and supporting professional growth	18
Membership of professional networks	18
Presentations given at conferences and workshops	20
Mentoring	20
Awards and recognition	20
Research and Innovation Awards: Jobs That Changed the World, 2022/23	20

# Education and Learning

## Teaching and academic integrity

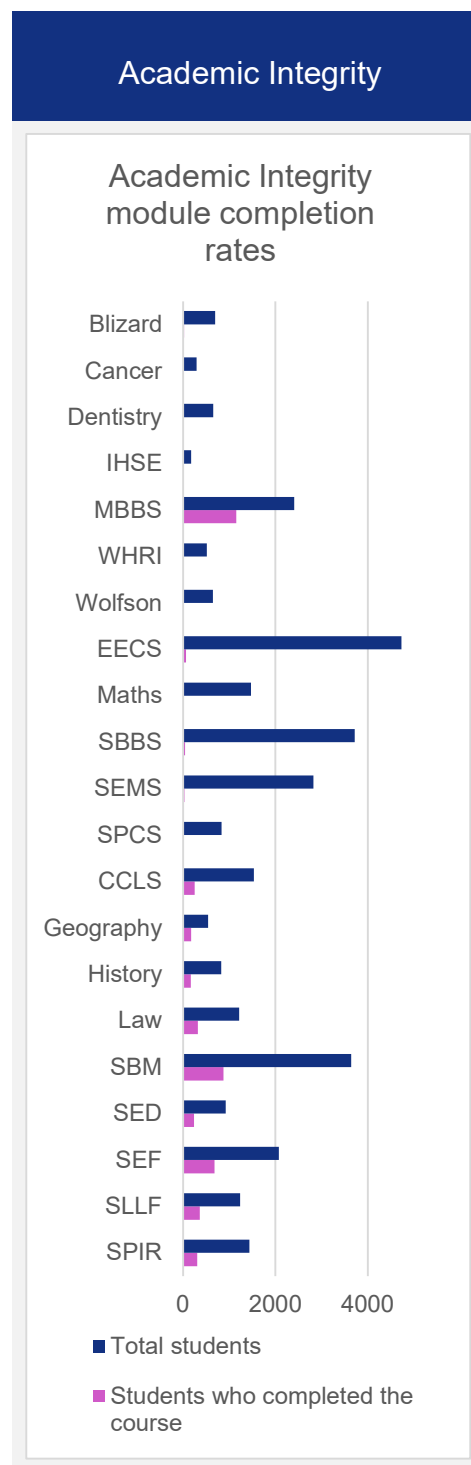
### Academic integrity and artificial intelligence

A new QMPlus module on Academic Integrity was launched at the start of 2022/23. This was designed for all taught students at the University, incorporating institution-specific information to an extent that a third-party service could not. The content was created in partnership with colleagues from across the University and Queen Mary Students Union (QMSU), and includes quizzes and videos provided by our own students and staff. Students who finish the course can download a certificate of completion. Uptake of the course has varied, with the greatest engagement taking place where the course has been promoted at school or programme level (see graphic on the right of this page).

Additionally, the Head of Library Learning Support and Engagement now chairs the Academic Integrity and Misconduct Workstream of the Education Quality and Standards Board Assessment Sub-Board, and Library Services led on the creation of a [student guide](#) for the use of Generative Artificial Intelligence (Generative AI).



Fig. 1 Screenshot of the Academic Integrity course



## Second Year Success project

During the year, Library Services made a successful bid to the Westfield Fund for Enhancing the Student Experience, to support a project investigating the characteristics of high achieving students at Queen Mary. The project aims to develop our services for those students who may not think that additional support is for them, and to mitigate the 'second year slump'. Focus groups were conducted with self-nominating students, who provided insights into what they thought made them successful in their studies so far, what external factors impacted on their success, and what opportunities they would like to help them develop further while at Queen Mary.

Getting a job	Practical experience	Communication skills	Academic Skills	Other skills
<ul style="list-style-type: none"> <li>•How to search for jobs</li> <li>•Creating a CV</li> <li>•Writing a cover letter</li> </ul>	<ul style="list-style-type: none"> <li>•Internships</li> <li>•Placements</li> <li>•Work experience</li> <li>•Volunteering</li> </ul>	<ul style="list-style-type: none"> <li>•Networking</li> <li>•Public speaking</li> <li>•Working as a team</li> <li>•Communicating on the phone</li> </ul>	<ul style="list-style-type: none"> <li>•How to research</li> <li>•How to apply knowledge to different concepts</li> <li>•Critical analysis of information</li> <li>•Debate different concepts</li> <li>•Academic writing</li> </ul>	<ul style="list-style-type: none"> <li>•Leadership</li> <li>•Time management</li> <li>•Administrative skills – Technological knowledge and how to use and Excel</li> </ul>

Fig. 2 Development opportunities desired by students

## Developing Academic Skills provision

The Senior Academic Skills Advisers (SASAs) recruited in 2022 and 2023 continued to increase the number and range of support sessions offered. These included more maths and statistics drop-ins at Mile End and Whitechapel libraries, and a new series of sessions delivered to final year students, which involved SASAs working in partnership with academic colleagues (see below).

School	Session
Economics and Finance	School of Communication (workshop) Academic Writing (workshop)
Politics and International Relations	Preparing for a presentation (workshop) Writing your dissertation (online resource)
Biological and Behavioural Sciences	Getting started with your final year (workshop) Preparing for a presentation (workshop) Critical evaluation (workshop) Using feedback effectively (workshop) Planning your third-year dissertation (workshop) Writing your third-year dissertation (workshop) Editing and reviewing your third-year dissertation (workshop)
Physical and Chemical Sciences	Public dissemination of research (workshop) Getting started with your final year project (workshop)

Dr Tara Velez, a course convener in the School of Business and Management, made these comments about working closely with Library Services on providing dissertation workshops for students:

*“...we had a very high dissertation submission rate - 82% which is the highest rate in the past several years, so [we] see it as a success. Thanks again for supporting our students and helping them reach the finish line with their dissertations projects – I’m very happy we’ll collaborate next year as well...I’m currently preparing an application with... colleagues to submit a panel for the 2nd International Conference in Education and Scholarship. Our theme is 'learning by doing' in support of QMUL's Active Curriculum for Excellence (ACE) approach. I would like to talk about [this] workshop as an example of 'learning by doing' with respect to effective communication and group work, and how it related to the module/programme learning outcomes, QMUL's graduate attributes, and skills desired by employers.”*

## Teaching with Archives

Library Services colleagues from two different teams delivered a session to MA in Creative Writing students in February 2023, giving them an introduction to Library Services and Archives and Special Collections, and how they might make the best of these services in their studies. The session covered a wide range of topics including how to use archive catalogues, what records they may expect to find, what the experience of visiting an archive may be like, and guidance on where to look for further information about a variety of archives.

The course tutor commented:

*“Thank you both again very much for a terrific session. [...] we managed to cover pretty much everything I hoped for, and a bit more besides!”*

The session led to one of the students making multiple visits to the archives to undertake research for the book she is working on. Library Services has also made an agreement to collect any works published by alumni of the course.



# Research

## Open Research

### Read and publish agreements

During 2022/23 Library Services supported open access publication for 735 articles/papers. The number of open access publishing agreements also increased, rising to 21 agreements for 2022/23. A notable success this year was the national negotiation of a new “read and publish” agreement with the major academic publisher SpringerNature.

Records show that 52% of publications supported during the year were made open access via “read and publish” subscriptions, so-called because they provide access to non-open access journal content for the university community at the same time as covering the cost of article processing charges (APCs). A major advantage of such agreements is that they allow Library Services to cover the cost of APCs for research outputs that do not acknowledge research funding awards.

This has led to a dramatic increase in support for the open access publication of papers since 2020, when the first read and publish agreement was signed. An analysis of publications for 2022/23 shows the number of publications supported by faculty and by the method of payment used (see graphic on the right of this page).

The data also shows that 82% of non-grant-funded publications from the Faculty of Humanities and Social Sciences (HSS) were solely supported by read and publish agreements, whilst 47% of publications from the Faculty of Medicine and Dentistry (FMD) and 42% from the Faculty of Science and Engineering (S&E) were supported in the same way.

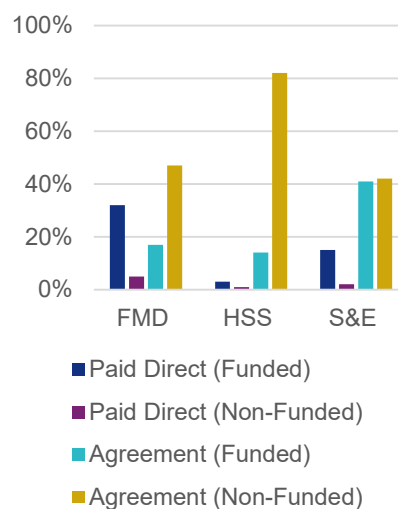
### Institutional open access fund

2022/23 also saw the reinstatement of the centrally-managed institutional fund for supporting non-grant-funded publications, made possible by costs savings from last year’s successful negotiation with the publisher Elsevier. A budget of £80,000 was made available from October 2022.

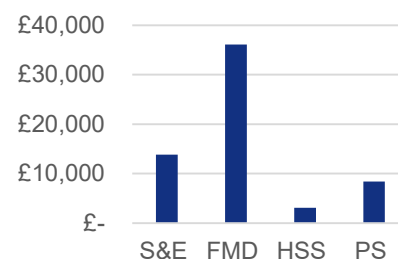
A total of 20 research publications were funded in 2022/23 and support given to two memberships of open access services amounting to £61,392. The 2023/24 allocation will become available from 1 August giving more time to support unfunded publications.

### Research Support

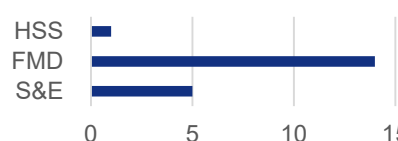
Payment method for outputs from funded and un-funded research



Expenditure of Institutional Open Access Fund



Publications supported - Institutional OA Fund, 2022/23





## Research data management (RDM)

During 2022/23 Library Services worked with IT Services colleagues to review the institutional support for research data management, with the aim of closing perceived gaps in knowledge, and improving service efficiency.

The review took the form of a Digital Preservation Coalition Rapid Assessment Model (DPC RAM) self-assessment and a meeting to review research data services attended by Library Services and ITS (Research) colleagues. The results of the review were submitted to the Research and Innovation Board, and contained recommendations for the establishment of a Research Data Management strategic/operational body, and a range of ways in which policy, strategy and processes could be improved across the institution.

The Head of Library Research Support and the Assistant Director for Research in IT Services were tasked by the Board with carrying out a wider review with faculties, as well as drafting revisions to the Queen Mary RDM policy. Meetings with Faculties will take place in 2023/24.

## Research information management

### Annual Researchfish submission

Researchfish is an online service for reporting the results of grant-funded research across the UK. The annual reporting window takes place between February and March, with Principal Investigators and their research teams reporting on outputs and outcomes from research as a condition of their associated grant. During 2022/23, Library Services worked with research managers to carry out a review of the previous year's submission, with the aim of improving processes and supporting a smoother submission. Based on the feedback we received, we created easier routes to information for checking, updating and providing corrections, and expanded the support available to researchers during the submission window. This proved to be very successful, with a completion rate of 99% at the close of the 2022/23 reporting period, and data on only a few individual awards completed or resolved after the deadline.

## Digital preservation readiness

### DPC RAM and membership

Library Research Support undertook a series of Digital Preservation Coalition Rapid Assessment Model (DPC RAM) self-assessments, publishing the results across a range of digital assets. The self-assessment consists of eleven elements, articulating good practice for the strategic, policy-driven, planned and implemented long-term preservation of digital assets.

As a result of the assessments, Library Services has:

- Become a member of the Digital Preservation Coalition - <https://www.dpconline.org> - joining a global community of higher education and other organisations, working to identify and adopt ongoing good practice in the acquisition, storage and preservation of digital objects, including records, research outputs and other digital media.
- Identified risks associated with the current level of provision across three key digital assets (theses, archives, and research data) and identified areas for development.
- Created a Queen Mary Digital Preservation community of practice on SharePoint to bring together shared experience of managing these assets, as well as innovations in the field.



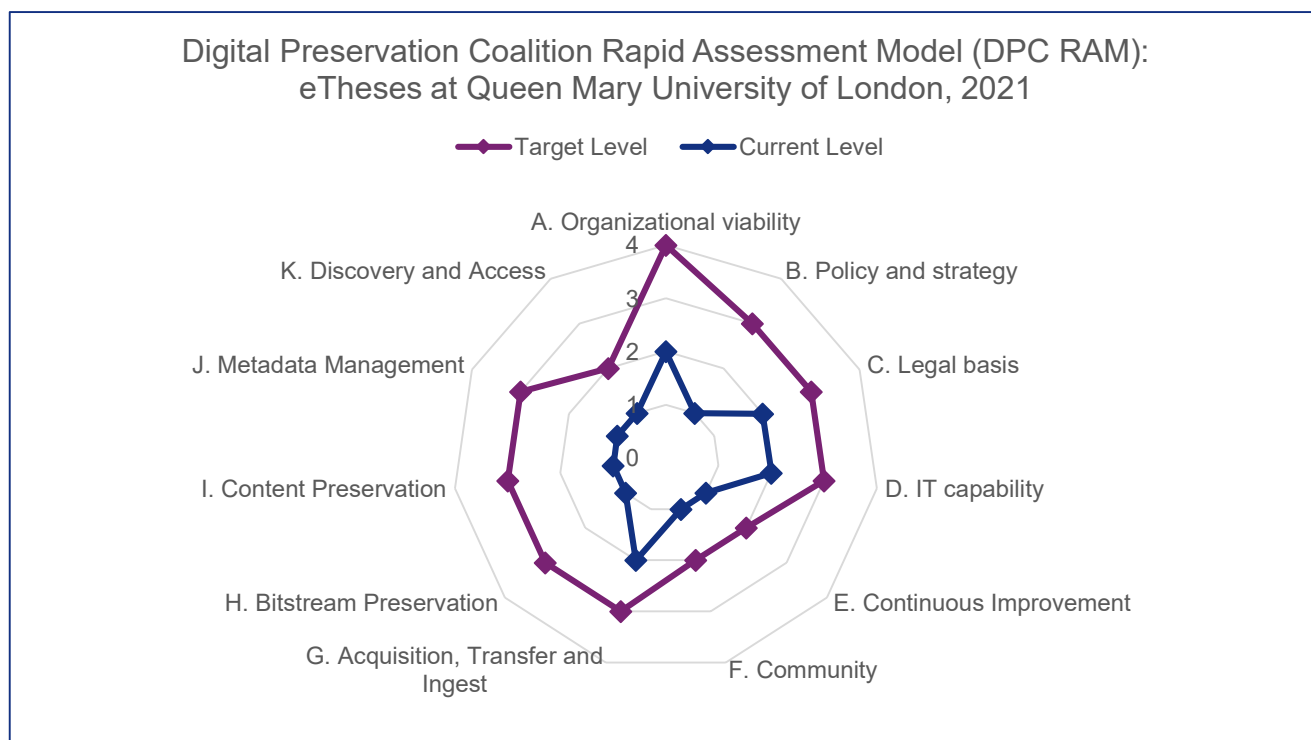


Fig. 3 Spider diagram showing current levels of maturity in preservation of electronic theses, compared with the target

# Student and Academic Experience

## Improvements to study and research spaces

### Mile End Library Transformation

The primary focus of 2022/23 was the upwards extension to the Mile End Library to add a third and fourth storey to the south end of the building. The extension made substantial progress between January 2023, when the extension was mostly still a shell, to the largely completed space that opened for the revision and examination period in April 2023.

Library Services is now considering ways to collaborate with the Arts and Culture team and QMSU on student/staff artwork projects, commissioned works, and legacy artworks which could be displayed in the completed building.

### Additional library enhancements

In response to feedback from students, Library Services has worked closely with Estates and Facilities to increase power and lighting at desks in the Whitechapel and West Smithfield Libraries, and on upgrades to Wi-Fi at West Smithfield.

Following a user request, a new height adjustable desk has been deployed at Whitechapel Library for increased accessibility. The number of height adjustable chairs at Whitechapel Library has also been increased.

Using data collected during the course of the year, we have flexed staffing levels to provide a more responsive service at times of high building occupancy and high numbers of onsite enquiries.

### Library occupancy and opening hours

Managing occupancy in the Mile End Library has been challenging during the year, with spaces closed due to the Transformation Project reducing overall capacity in the building itself, and alternative study spaces in the Temporary Building increasing management and monitoring requirements. Although few complaints were received directly, this undoubtedly did have an impact on the student experience of using the library building.

2022/23 saw the increase of opening hours at Whitechapel Library during revision and examination periods, in recognition of increased demand, as well as requests for equitable access to late evening/early morning study space for medical and dental students.

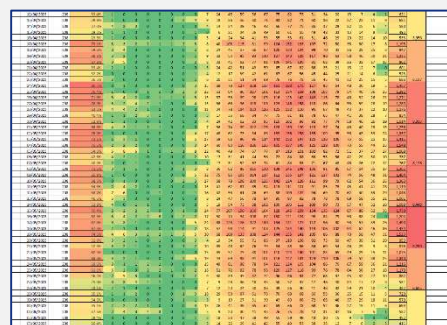
## Study Spaces



Library Extension interior: January 2023



Library Extension interior: April 2023



Heatmap showing occupancy in the Whitechapel Library during the revision and examination period, Spring-Summer 2023

## New and enhanced collections

### JSTOR Demand Driven Acquisition

A Demand Driven Acquisition (DDA) programme was run in early 2023. Under the programme, 25,593 titles from the JSTOR digital book collection were uploaded to Library Search, with a link to the full text. After a book was viewed 7 times by library users it was automatically purchased as a permanent addition to the Queen Mary library collection. Over \$30,000 was invested in the programme and 332 ebooks were purchased as a result. Dr Matt Jacobsen from the School of History commented that the resource was:

*“Excellent for student experience of learning resources – we are lucky that as a discipline, JSTOR is really a principal repository of relevant History texts”.*

### Time Out collection

A new collection was launched, focusing on reading for pleasure, and co-created with Queen Mary students. Library Services colleagues worked closely with QMSU to decide how the collection would work, and to run a student competition to name it as the “Time Out” collection.

During the co-creation process, students strongly recommended that titles should be available in print only, providing an opportunity for time away from computers and other digital screens. The collection is now on display on the ground floor of the Mile End Library and will continue to be developed. A space where library users can relax and enjoy reading for pleasure is also being planned.

### New digital information resources

Two important new digital collections were acquired during the year:

- **Lecture Notes in Computer Science:** This is a key resource in the subject area. The new digital subscription will allow us to de-accession the existing print copies, freeing up space for other uses.
- **Gale Accelerate:** We have purchased several primary resources available through this digital platform, including newspaper archives, childhood literature and resources on the subject of political extremism and radicalism.



## eThesis self-deposit

A new process enabling postgraduate research students (PGRs) to self-deposit a digital copy of their PhD thesis was introduced by Library Services in August 2022. The new process was implemented following a review that identified issues around the correct application of content embargoes, the need for integrity checks on data files, and a need for improved communication between Library Services and PGRs over access to their work. The improved process led to 384 theses being deposited, better communication with authors, and the collection of comprehensive information on embargo and other access requirements.

The review also identified that theses written for Doctor in Clinical Dentistry (DClinDent) awards had not previously been deposited. After meeting with the Institute of Dentistry and working with colleagues in IT Services, candidates for the DClinDent have been able to deposit their theses. This saw an additional 36 thesis added to the collection during 2022/23.

The new self-deposit process has resulted in a closer working relationship between the Research Degrees Office and Library Services. A member of the RDO team commented that:

*"The thesis depositing process [...], has had a positive impact on the work of the Research Degrees Office (RDO) [...]. Proven to be a great example of a cross team initiative [...]. This information is readily available online to both teams, with just a few clicks on Elements."*

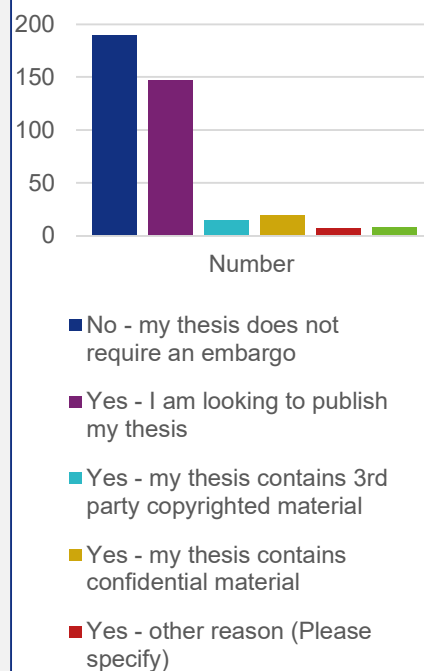
## Additions to the print thesis collection

During 2022/23 Library Services was offered a number of print theses. Senate House contacted us following work to remove legacy theses from their stores, and after undertaking an inventory against our own collections, 44 theses were identified as missing and subsequently relocated to Queen Mary. They have now been catalogued and are discoverable via Library Search.

A further 23 print theses identified as missing have been obtained from staff offices at Charterhouse Square. These are awaiting cataloguing before being added to the collection. Library Services continues to maintain a keen watch for previously unidentified print thesis collections still held by schools, departments, and other organisations.

## Theses

Thesis deposits 2022/23 with their embargo status and reason



PGRs can select all applicable access issues for their work

Number of print theses added to Queen Mary Research Collections during 2022/23:

**67**



## Engagement with cultural heritage and institutional memory

### Archives placements

In January 2023 Library Services colleagues trained a third-year undergraduate student in the School of English and Drama at Queen Mary in archive cataloguing, as part of a professional placement. With no prior experience in this area, she was able to complete a small cataloguing project, creating 26 records and repackaging 26 items. This increased the confidence of the team in supporting successful placements, as well as achieving the cataloguing of a small collection that would not otherwise have been discoverable so soon. In addition, the process highlighted some potentially offensive language in this collection, leading to discussions with the Queen Mary Equality, Diversity and Inclusion Team, and changes in procedures around cataloguing descriptions.

The placement student commented:

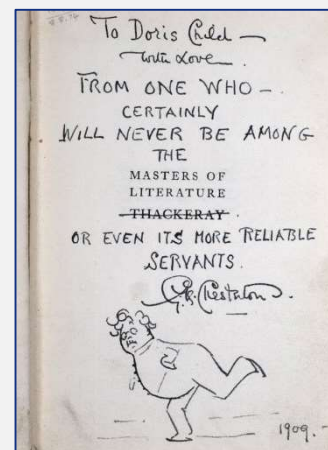
*"I felt very welcomed and included. Talking about the role in the archives and library industry was very helpful".*

The student also felt that the team "met and went beyond" the aims that they had for the placement to understand the cataloguing process, to understand archives, special collections and rare books in a university context, and to gain skills applicable to future workplaces and improve employability. We have since hosted another placement, and there are plans for more in the future.

### Archives enquiries

Library Services colleagues recently completed item level cataloguing of Ernest De Selincourt's personal papers, listing the individual letters contained in this collection. Subsequently, we received an enquiry from a PhD candidate supervised by academics at the University of Neuchâtel, Switzerland and École du Louvre, Paris, who had been searching for a letter in this collection referenced in secondary literature (the letter was to William Hayley, dated 3rd July 1805). We organised and hosted a research appointment to view this letter and whilst onsite at Queen Mary, the researcher was able to identify the (unsigned) letter as being written by Ann Flaxman, a notable figure in Romantic circles. This visit enabled us to add this information to our catalogue and solve the mystery of the author of the letter, as well as supporting a PhD candidate's research, demonstrating the impact of cataloguing collections to a detailed level and the international reach they may have.

## Archives and Special Collections

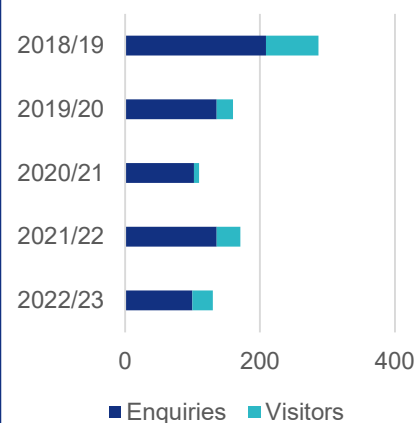


Hand drawn sketch and epigraph by GK Chesterton, inside his edited collection: *The Masters of Literature, Thackeray* (1909)

### Number of new accessions to Archives & Special Collections:

**11**

### Enquiries and Visits to Archives and Special Collections



## Enquiries and circulation

### Stock review

Queen Mary Library Services is a member of the UK Research Reserve (UKRR), a cooperative collection retention scheme supported by the British Library. UKRR helps to de-duplicate print journal collections in university libraries, releasing much-needed space whilst ensuring sufficient copies are held in print or online across the UK, as well as in the British Library's own collections.

In 2022/23, we offered 200 linear metres of printed journals to this scheme and were able to release the space needed to build the staircase to the new two-storey extension, as well as to open up additional areas for study space.

### Enquiry services

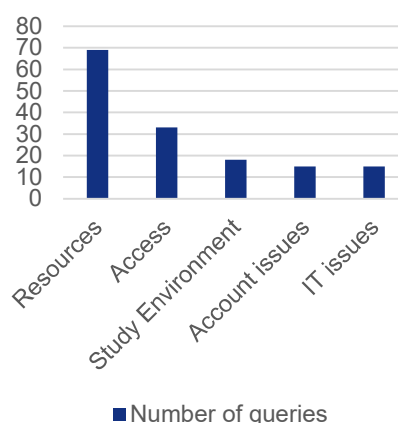
During the year, Library Services colleagues supported 257 users via Webchat, with e-Resources, databases and e-Journals being our most popular chat topics. The FAQs that accompany the Webchat service were consulted 7136 times during the year and were also expanded to cover all of the service areas of the department including Research Support, Resources & Collections and Teaching and Learning Support, as well as Frontline Services.

### Borrowing patterns

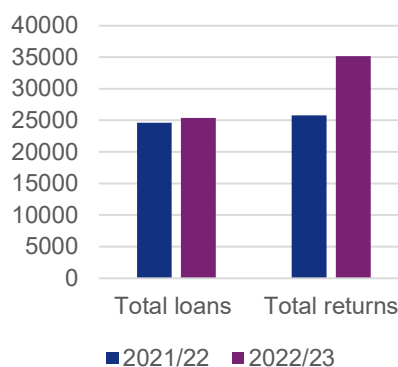
We saw growth in both the lending and return of library materials from 2021/22 to 2022/23 (excluding laptops). This is set against a backdrop of restricted access to some collections at the Mile End Library during the transformation works.

### Enquiries and Circulation

Top 5 topics, LibChat Queries 2022/23



Lending and Returns 2021/22 versus 2022/23

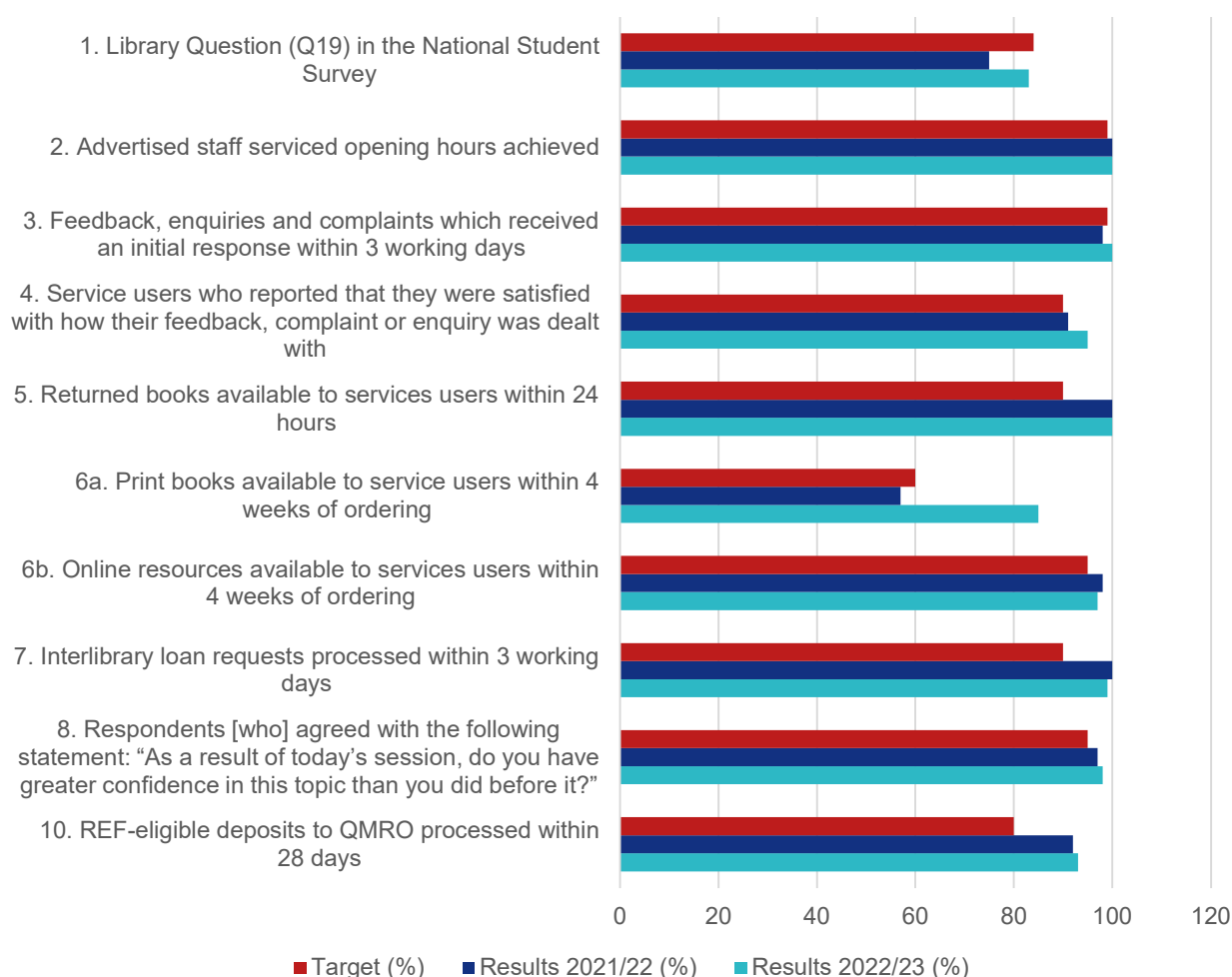




# Key Performance Indicators

Library Services KPI results for 2022/23,  
compared with target and results from 2021/22

## KPIs 2022/23 compared with target and 2021/22



## KPIs in context

Library Services uses a range of Key Performance Indicators (KPIs) to measure departmental performance for regular tasks that are critical to the university in terms of student, academic and researcher experience, as well as funder compliance. Building on a strong performance in 2021/22, where 7 out of the 10 KPIs measured were met or exceeded (up from only one KPI met or exceeded in the previous year), we are very pleased to report that 9 out of 10 KPIs were met or exceeded in 2022/23, some by a significant margin.

## Areas where targets were met or exceeded

Particular success stories can be seen with:

- KPI 2, where 99.97% of advertised opening hours were achieved (against a target of 99%)
- KPIs 3 and 4, where 100% of feedback, enquiries and complaints received a response within 3 days (against a target of 99%), and 95% of the responses were satisfactory (against a target of 90%)
- KPI 6a, where 85% of print books were available to service users within 4 weeks of ordering (against a target of 60%, and a major improvement over 2021/22, when only 57% of book orders met this target)
- KPI 8, where 98% of attendees at workshops and training sessions reported an increase in confidence after the session (against a target of 95%)
- KPI 10, where 93% of REF-eligible deposits to QMRO were processed within 28 days (against a target of 80%)

### Areas where targets were not met

This year there were changes in the methodology underpinning KPI 1 “Library Question in the National Student Survey”, which make direct comparisons with previous years problematic. Nevertheless, the target has not been achieved. Although this is disappointing, we are pleased to report that there has been a narrowing of the gap between the most recent benchmark set for QM Library Services by the Office for Students and the actual score achieved, as shown in the table below.

Year	Score	Benchmark	Difference from benchmark
<b>2022</b>	74.6%	83.6%	-9%
<b>2023</b>	83.5%	88.7%	-5.2%

Library Services is committed to accelerating this trend with the aim of meeting this KPI as soon as possible. We are currently:

- Working with academic Schools and Institutes to carry out in-depth analysis and action planning in response to the 2023 NSS results.
- Placing a strong emphasis on successfully communicating with the Queen Mary community about the resources, services and spaces provided by Library Services and celebrating our successes.
- Engaged in the Library Services Enhancement Project (SP245), which formally started on 1 August 2023. The project is supported by the Queen Mary Strategic Planning Office, and has a Board drawn from across Professional Services and the Academic Faculties which will help to ensure that the project deliverables meet the needs of the university community.

We are also confident that the completion of the Mile End Library Transformation project in October 2023 will remove a source of student dissatisfaction (disruption due to building works), as well as improving the quality and number of study spaces, both of which should move us closer to achieving KPI 1.

# 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 to 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

- **Kate Price** (University Librarian) - Member of Education Quality & Standards Board
- **Alistair Morey** (Head of Library Teaching and Learning Support) - Member of Taught Programmes Board

### 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

## 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.

### Association of Learning Developers in Higher Education (ALDHE)

- **Alistair Morey** (Head of Library Learning Support and Engagement) - Steering Group member, Chair of the Events Working Group, member of the Research and Scholarship working group
- **Chenée Psaros** (Senior Academic Skills Advisor) - Founder of the 'Learning beyond the classroom' Community of Practice and Member of the Mentoring Group

### Society of College, National and University Libraries (SCONUL)

- **Kate Price** (University Librarian) - Member of the SCONUL Organisational Development Strategy Group
- **Paula Funnell** (Faculty Liaison Librarian, Faculty of Medicine & Dentistry) – Member of the SCONUL Community of Interest Group on Blended Learning

### Research Libraries UK (RLUK)

- **Kate Price** (University Librarian) - Member of the Board of Trustees, Research Libraries UK (RLUK)
- **Kate Price** (University Librarian) - Co-chair, AHRC- RLUK Research Engagement Programme Steering Group
- **Jeremey Claridge (Open Research Services Librarian)** - Member of the Open Access Publisher Processes Group (OAPP)
- **Jeremey Claridge (Open Research Services Librarian)** – Member of the Open Scholarship Network
- **Marc Cohen** (Head of Library Resources & Collections) - Member of the Associate Directors Network
- **Marc Cohen** (Head of Library Resources & Collections) - Member of the Collections Strategy Network
- **Sarah Molloy** (Head of Library Research Support) - Member of the Digital Scholarship Network
- **Sarah Molloy** (Head of Library Research Support) and **Katie Ormerod** (Lead Archivist) - Members of the Special Collections and Heritage Network

### University of London Federal Libraries Group

- **Kate Price** (University Librarian) - Member of the University of London Federal Libraries Group
- **Jane Alderson-Rice** (Head of Library Frontline Services) – Member of the Customer Services Sub-Group
- **Marc Cohen** (Head of Library Resources & Collections) – Member of the Collections Sub-Group
- **Sarah Molloy** (Head of Library Research Support) – Convener of the Rights Retention Community of Practice
- **Sarah Molloy** (Head of Library Research Support) – Member of the Civic Engagement Sub-Group

### Other professional bodies and networks

- **Jeremey Claridge** (Open Research Services Librarian) - Member of the Jisc Open Access Reporting Task and Finish Group
- **Richard Evans** (Faculty Liaison Librarian, Faculty of Humanities & Social Sciences) - Member of the Business Librarians Association
- **Paula Funnell** (Faculty Liaison Librarian, Faculty of Medicine & Dentistry) - Member of the Librarians of the London University Medical Schools
- **Sarah Molloy** (Head of Library Research Support) – Queen Mary University of London representative, Open and Responsible Researcher Reward and Recognition (OR4) Community of Practice
- **Sarah Molloy** (Head of Library Research Support) – Queen Mary University of London representative, Digital Preservation Coalition
- **Sarah Molloy** (Head of Library Research Support)- Member of the Science and Engineering South Consortium for Research Data Management
- **Sarah Molloy** (Head of Library Research Support) – Co-convener of the DSpace UK and Ireland User Group
- **James Soderman** (Faculty Liaison Librarian, Faculty of Science & Engineering) - Member of the London Biology Librarians Group
- **James Soderman** (Faculty Liaison Librarian, Faculty of Science & Engineering) - Member of the Psychology Librarians Group

### **Presentations given at conferences and workshops**

- **Gianna De Salvo** (Transitions Officer) 'Students as partners: enhancing employability skills through running transition book clubs', Association of Learning and Development in HE Conference

### **Mentoring**

- **Kate Price** (University Librarian) is a mentor, SCONUL Leading Libraries Mentoring Scheme
- **Kate Price** (University Librarian), is a mentor, University of London B-Mentor Scheme
- **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**

#### **Research and Innovation Awards: Jobs That Changed the World, 2022/23**

- **Vijay Algoo** for Research Reporting Services
- **Katie Ormerod, Florence Dall, and Anne-Marie McHarg** for Archives and Special Collections
- **Jeremey Claridge, Laura Kay, Evan Jones, and Luke Evans** for Open Research Services

Library Services Impact Report 2022/23

Library Services

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