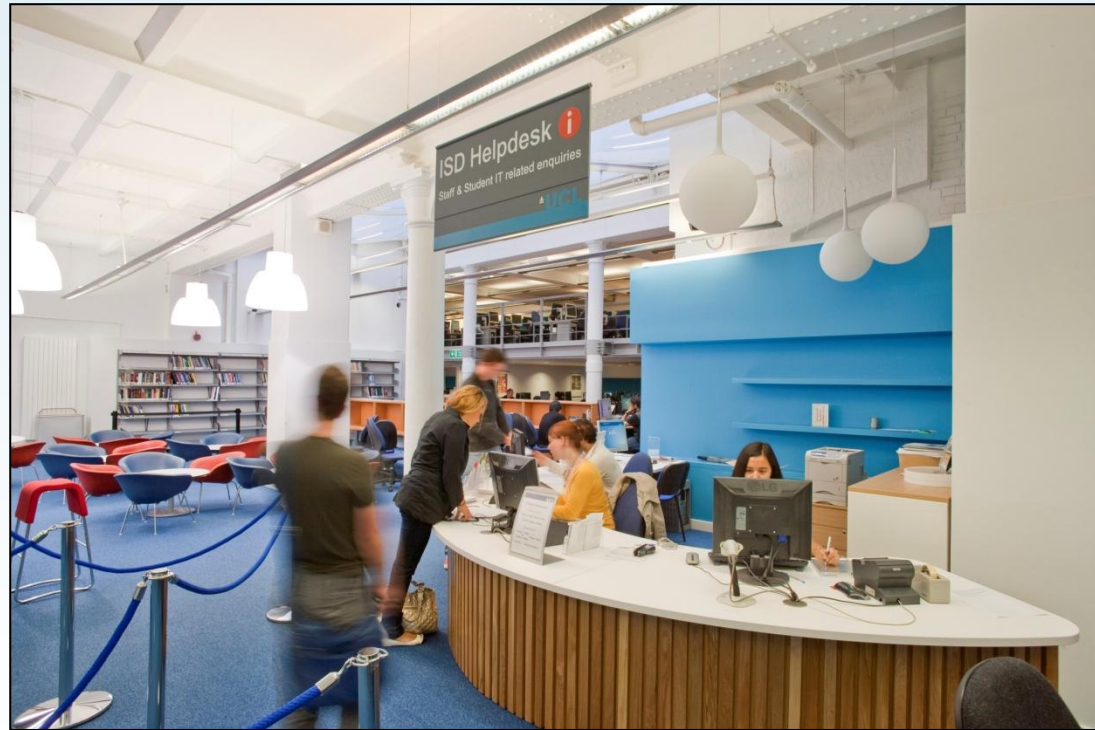


The Engaged Library



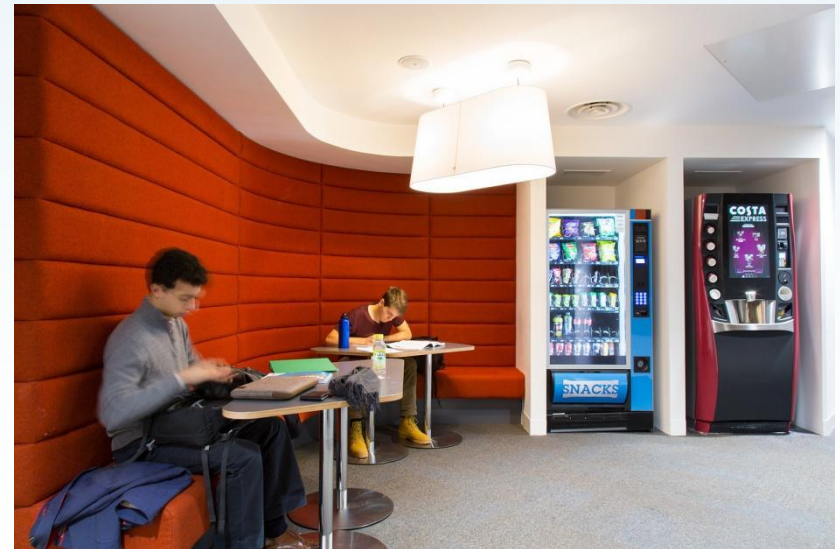
Ben Meunier

Assistant Director, Public Services

1. What does “Engaged Library” mean?
Case Study: Cruciform Hub
2. UCL 2034
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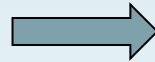
Case Study: Cruciform Hub project

- ❑ Transforming the library into a new teaching and learning centre for UCL Medical School



User input and feedback

User Survey
(November 2011)




Over 1,000 responses!

Easter vacation

Please note, the libraries will be closed for the UCL Easter Closure from 17:00 Wednesday 04 April and re-open on Thursday 12 April.

Full details are now available at <http://www.ucl.ac.uk/library/opening.shtml>.

Cruciform Library User Survey Results



A [report on the results](#) (pdf) of the recent Cruciform Library User Survey is now available.

We would like to ask for volunteers to participate in a focus group as the next phase of consultation.

If you are interested in joining the group, please contact us at clnscilib@ucl.ac.uk

Try our new Explore service

Our new [Explore](#) service is now available.

Please try out the service and leave us your feedback.

Workshops with library staff

Workshops with students

Medical & Postgraduates student sabbatical officer, LTSS and academic members of Project Board

From “consultation” to “engagement”

Pilot space opened in summer 2012 to trial concept

300 responses from user survey to help refine designs, plus workshops and 1:1 meetings

Students engaged at all levels



Your Opinions Are Important to Us

By UCL Cruciform Medical Library · Updated over a year ago

Remember our «chair vote» event in May before the summer break? Thanks for your opinions and suggestions, the chairs have been chosen according to the result. (see previous Facebook posts)

The Cruciform Library now has two sample desks designed for the future Cruciform Hub. We wish to have feedback from our users (as some of you suggested in the «ballot» you would like to help us choose these too!) Please try these sample desks – they are situated on the ground floor of the Science Library, near the Study Pods. Then please do give us your feedback and suggestions in any of the following ways :

1] by filling in the «Feedback form» and putting it in the «Feedback box» in this area

2] by scanning the QR codes attached to each desk and sharing your opinions on our Facebook page
3] by emailing us at clinscilib@ucl.ac.uk - please specify in the subject line «Cruciform Hub Desks»

Please note that we have two sample desks at this moment
Desk 1 : desk for the Group Study Area
Desk 2 : desk for the Quiet Study Area (Reading Room)

We appreciate your feedback, ideas and suggestions that are helping us to shape the way the Hub will look next Spring. Hope to hear your opinions soon!

 UCL Cruciform Medical Library added 5 photos to the album Try us! Like us! Vote for your favourite Cruciform Hub Chairs!
May 14



Like · Comment · Share

 1



Creating connections with research



The result

“These new facilities are absolutely world class.

One of the reasons that it has been a great success is that the library conducted an exhaustive consultation with students.”



Prof Michael Arthur, UCL
President & Provost,
January 2015

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UCL 2034: defining a world-class university



Principal themes

- Academic leadership grounded in intellectual excellence
- A global leader in the integration of research and education, underpinning an inspirational student experience
- Addressing global challenges through our disciplinary excellence and distinctive cross-disciplinary approach
- An accessible, publicly-engaged organisation that fosters a lifelong community
- London's Global University: in London, of London and for London
- Delivering global impact through a network of innovative international activities, collaborations and partnerships



Key enablers

- Giving our students the best support, facilities and opportunities
- Valuing our staff and delivering on equality and diversity
- Financing our ambitions
- Delivering excellent systems and processes in support of UCL's vision
- Maintaining a sustainable estate to meet our aspirations
- Communicating and engaging effectively with the world

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Our Vision

- ❑ In 2015-2018, UCL Library Services will deliver a transformative user experience, that is founded on service excellence, spaces that are innovative and world-leading in range and number, a world-class digital library, and efficient underlying processes that put the user first.
- ❑ Delivery of the Strategy will be characterised by engagement with UCL staff, students, users and external partners.



Key enablers

- Giving our students the best support, facilities and opportunities
- Valuing our staff and delivering on equality and diversity
- Financing our ambitions
- Delivering excellent systems and processes in support of UCL's vision
- Maintaining a sustainable estate to meet our aspirations
- Communicating and engaging effectively with the world

User Experience

Staff, Equality & Diversity

Finance, management information and value for money

Systems and Processes

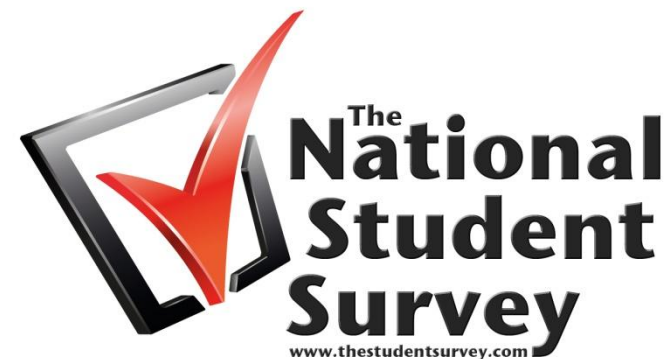
Sustainable estate

Communication, Open Access and Outreach



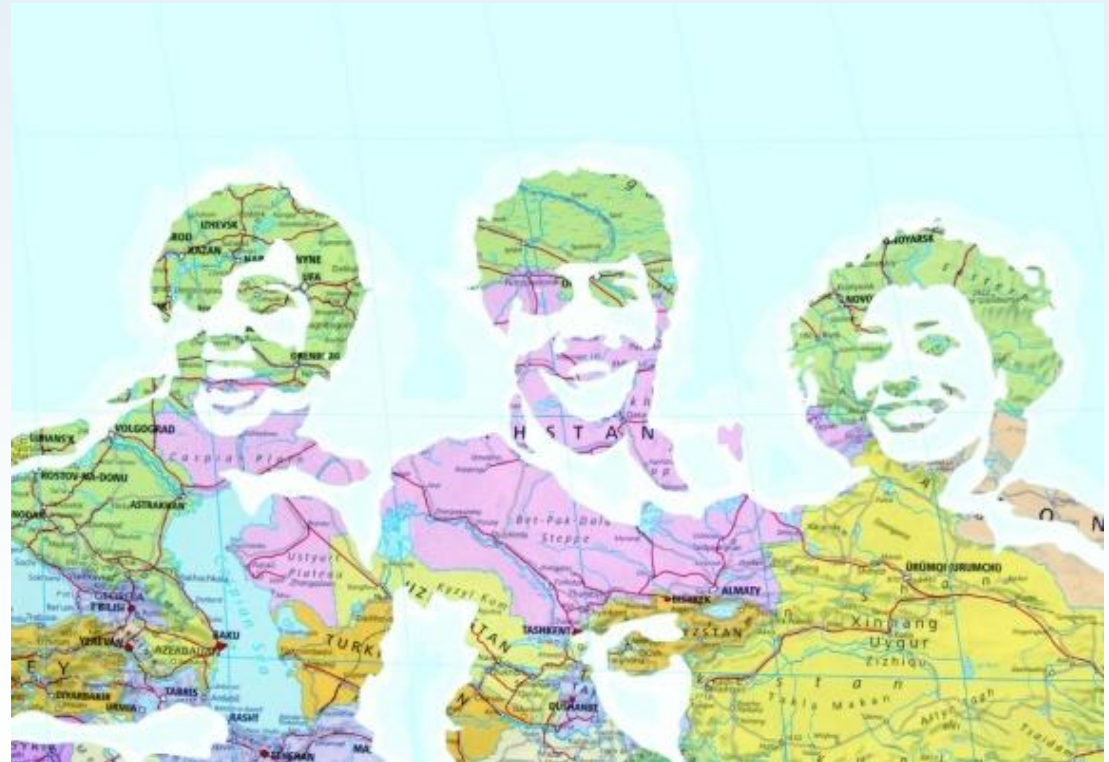
Putting the user first

- ❑ Ensuring our public services deliver an outstanding student experience
- ❑ Improving services to specific groups where satisfaction falls below overall user satisfaction
- ❑ Encouraging dialogue between Library staff and users



Engaging with the world, as London's Global University

- Open Access
- UCL Press
- Outreach
UCL East



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More, better quality study spaces

UCL Senate House Hub

Opening 9th March 2015

140 new study seats

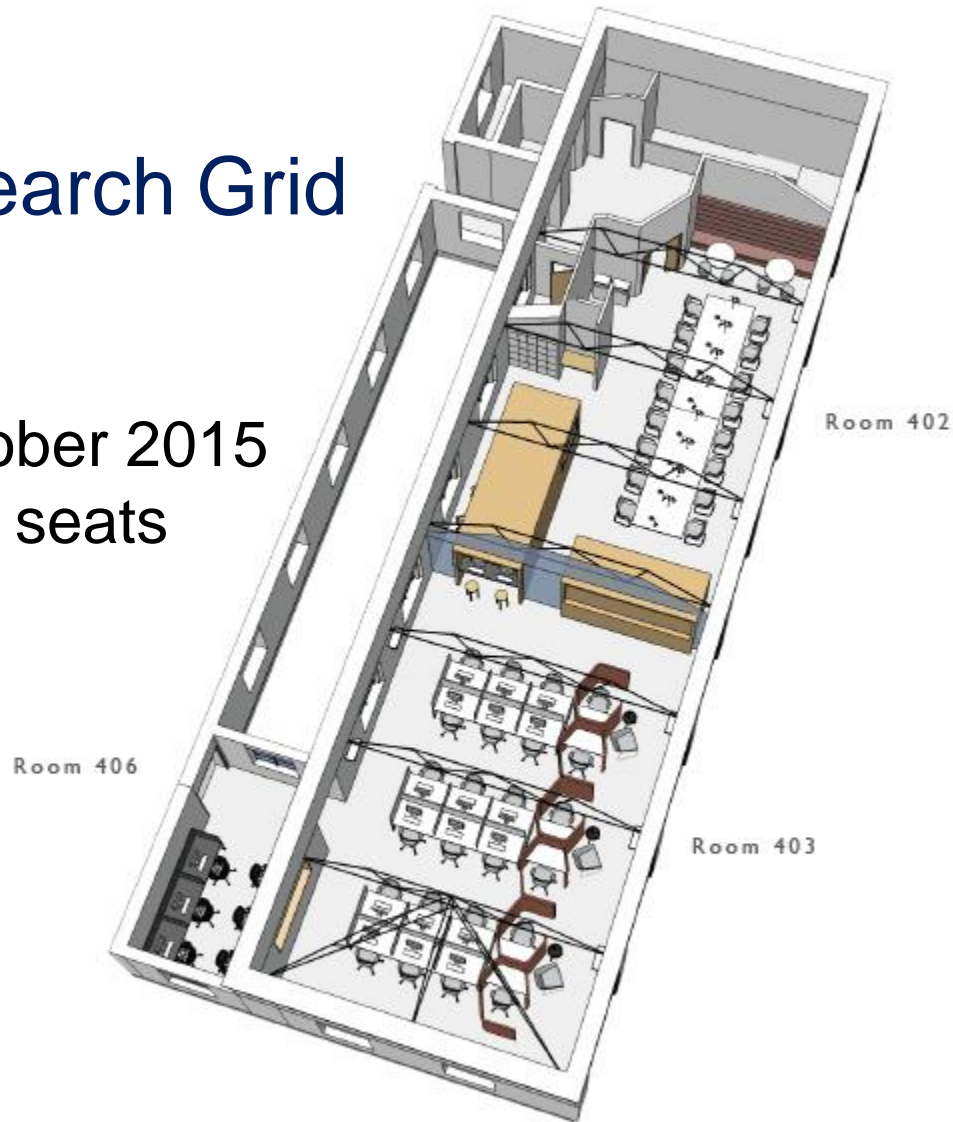
Quiet study and project work space

Seat availability can be checked online



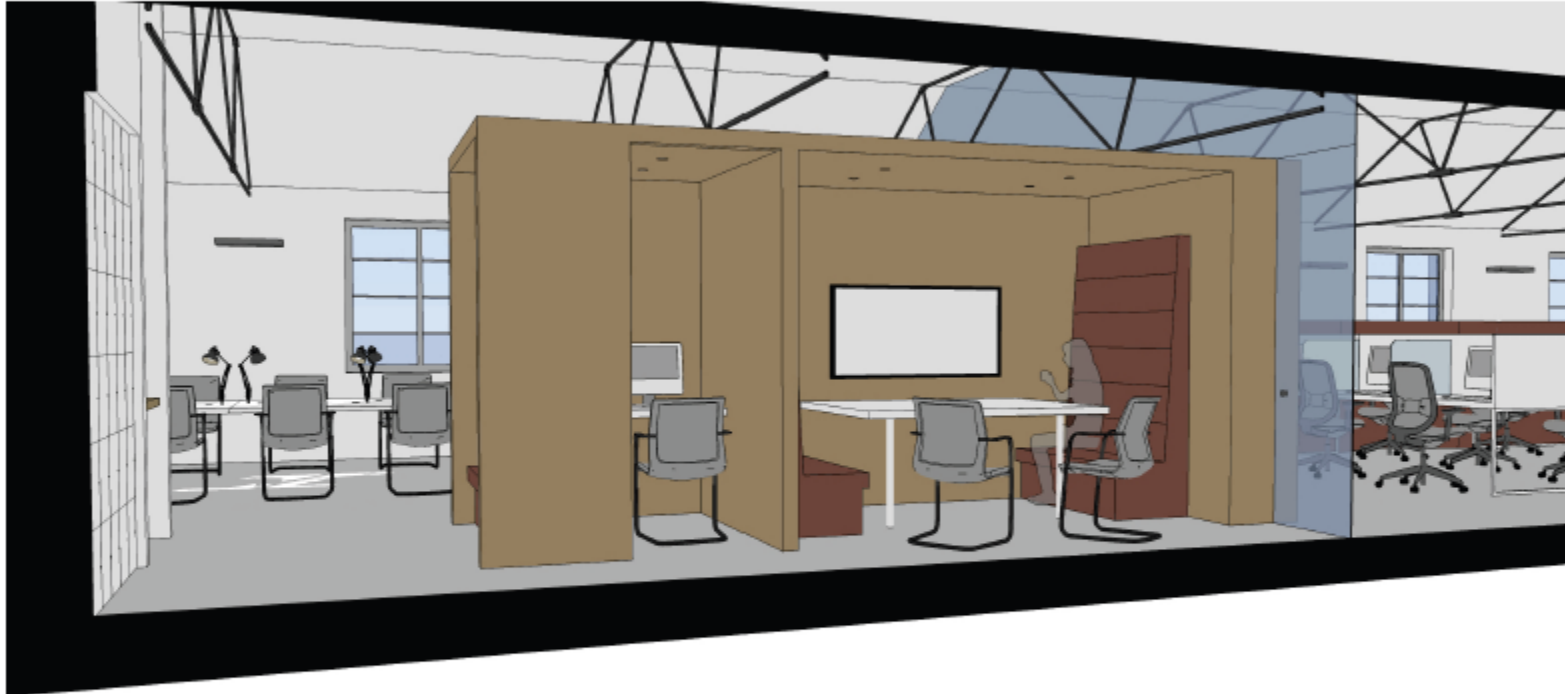
New Research Grid

Opening October 2015
70 new study seats





View of room 403



Cutaway view to locker/tea space, private booth and seminar room

Self-service expansion

- ❑ 11 libraries within UCL Library Services will offer RFID self-service from October 2015



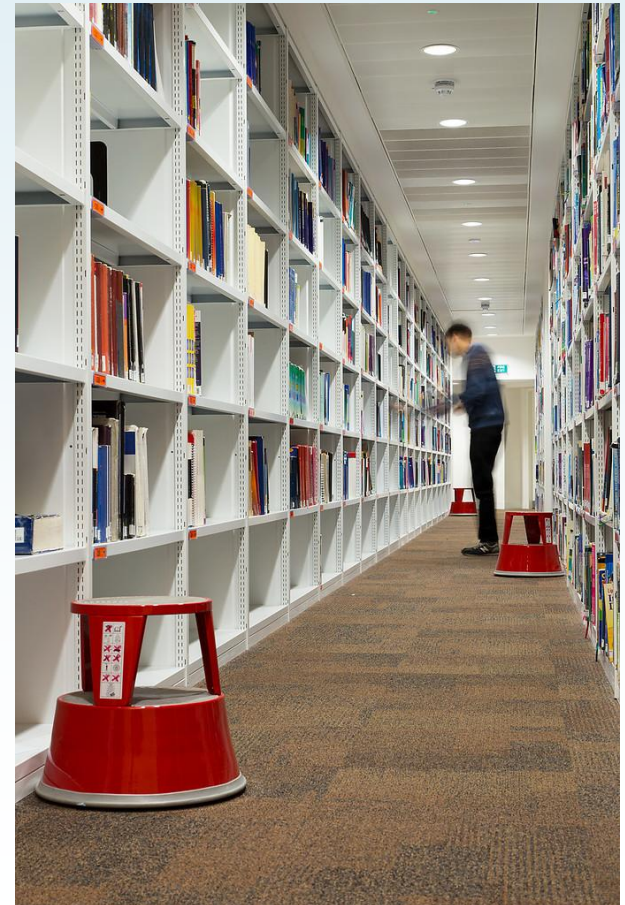
We're making all reading lists material available online

☐ ReadingLists@UCL:

Any time, anywhere

Links from Moodle, Explore and the ReadingLists homepage:

<http://readinglists.ucl.ac.uk>



If you want to get involved...

in plans for new library facilities, communication with students, customer service workshops, opening hours

We would love to hear from you:

library@ucl.ac.uk

benjamin.meunier@ucl.ac.uk



@UCLLibraries

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Conclusions: the goals of the Strategy

- ❑ Developing a user-centric service adapted to users
- ❑ Delivering UCL 2034 vision: a life-changing experience
- ❑ Engaging with staff and users to embed a culture of participatory decision-making



Thank you!

