Brief description of the paper
This paper includes 2 papers, one prepared in advance of the CHSS Forum to discuss issues relating to the Main Library Redevelopment and the Library Research Annexe, and the second prepared as a report of the Forum. Members of CHSS have been concerned about the removal of books in the Dewey sequence to the LRA, and the papers, together, provide an update on the current plans. The report of the Forum outlines a number of actions which are being addressed.

Action requested
Library Committee is asked to comment and advise on the plans outlined in the first paper, and to comment on the proposals recommended by the CHSS Forum in the second paper.

Resource implications
For the duration of the project, the rental and service running costs of the Library Research Annexe are a cost on the capital MLR project budget. Thereafter these costs will fall to Information Services.

Risk Assessment
The papers address the reputational risk for recruitment to the University if these actions are not taken.

Equality and Diversity
Does the paper have equality and diversity implications? First, the Main Library redevelopment has introduced good practice with regard to disability, and this has reduced the shelving capacity in the Main Library. Second, access to materials for all students, has been an important consideration in developing the service at the LRA.

Freedom of Information
Can this paper be included in open business? Yes.
Edinburgh University Library Committee

Main Library Redevelopment and Library Research Annexe: update for CHSS Forum, 29th September 2010

We are conscious that the plan to move the Older Lending Collection (Dewey) books to the Library Research Annexe (LRA) is causing considerable concern in sections of the academic community. We apologise for the concern this has caused and that the communication has not been as effective as it could have been. We want to work in partnership with the community to ensure that we are providing the best outcomes possible.

This update is provided as a briefing paper for the CHSS Forum on 29 September, and outlines an alternative option which we are currently considering and would appreciate having comments on. The paper also includes some background information on the Main Library redevelopment and the logistical issues around the collections, which may be helpful in understanding the issues. The paper concludes with a section on ensuring that our communication processes are more robust for the future.

New option under consideration

The Library has now received a significant number of requests to retain books in the Dewey collection in the Main Library. Some of these requests list specific titles, with many being requests to retain all the books in a particular subject area in the Main Library. The majority of the requests are concentrated in Dewey sequences .1, .28-.29, .4, .8 and .9.

Because this has caused so much concern and because the work required to reclassify the requested items into the Library of Congress (LC) sequence the Main Library is beyond the resources we have available to complete the work required in reasonable time, we are now considering the option of retaining these Dewey sequences in the Main Library in their entirety.

However, this will require the removal of some other material out to the Library Research Annexe in their stead, in order to carry on with the redevelopment work, and we are working on options for this. The option which is currently under consideration is the removal to the LRA of runs of journals in science and medicine which are currently available electronically, as part of a phased move of journals which are available electronically. We are currently checking that the measurements will work, and consulting with the other Colleges, prior to confirming that this is the preferred option. We would be pleased to receive comments and input to help decide if these plans are more acceptable for CHSS.

Dewey .1, .28-.29, .4, .8, .9
These sequences will be retained in the ML. They have been moved from the 3rd floor to the 4th floor, and, if this option is confirmed, will then probably be moved to the compact shelving on the Lower Ground Floor of the building. Where books in these sequences are borrowed or where specific books have already been cherry-picked for retention, we will move these to the LC sequence, as resources permit. It should be noted that this operation may take some time. This means that we do not need to ask you to flag items for retention or removal in these sequences.

Dewey .0, .2(part) .3, .5, .6, .7
There have been very few requests for retention in these Dewey sequences. These sequences will move to the LRA early in the New Year. Where we have received specific requests for retention in the Main Library, these books will be moved to the LC sequence (taking priority over the reclassification of the sequences to be retained in the Main Library) and Elize Rowan will be in touch with users who have made requests in these areas. The volumes moved will be subject to the LRA service arrangements (see below), and where an item becomes required in teaching or active research it will be moved back to the LC sequences as a high priority.
Many journals are now available electronically; and we had planned to move some journals to the LRA over

time. What we are now planning is to accelerate that programme by moving the complete run of journals

which are currently available electronically to the LRA in a phased programme, commencing with the

journals in medicine and science, subject to agreement with these Colleges. We had considered splitting the

runs, and retaining the non-electronic portion in the Main Library, but considered that this was too complex.

Users are normally seeking a specific article in the earlier (non-electronic) portions of journals, and this will

be scanned at the LRA and delivered electronically to the desktop. Where a user wishes to browse a long

sequence of journals, not available electronically, they will be able to visit the LRA to browse them, or we

can deliver them to the Main Library.

If the measurements show that the journals in science and medicine do not provide sufficient space to retain

all of the Dewey sequences above, we will consider which other journals sequences we will need to move

now, and consult as appropriate. While starting with the journals in science and medicine we would expect
to move on, in a phased manner over a number of years, to journals in other subject areas.

We will not move journals the entirety of which are only available in print.

One of the main aims of the Main Library redevelopment, addressed in the MLRP vision statement, has

always been to make the collections easier to use, as outlined in a paper discussed in 2007

http://www.lib.ed.ac.uk/about/libcom/PapersJune07/a13june07.pdf The aim has always been to complete

the project with only 3 open access sequences in the Main Library building: the High Use Books (HUB)
collection, the Library of Congress collection of books, and journals. To this end, we have been

reclassifying items from the Dewey sequence to the LC sequence for many years, both as items are borrowed

and by transferring all items from specific Dewey sequences; and we would continue to do this, as resources

allow, in order to maximise ease of discovery, browsing and use.

From October 2010, we will be reintroducing a New Book Display, together with a current journal and

newspaper area, at the top of the stairs on the first floor.

As an aside, it is worth considering the success of the redeveloped study space. We were conscious that we

would have to maintain the amount of study space throughout the project. We have not increased the

footprint used by study space in the Main Library, but have increased the number, the variety, the flexibility

and the occupancy of the study space. This means that we are supporting the new ways in which students

work. The increase in usage has been remarkable, with the increase in usage in the year just past being 65%

over 2008-09. We did see a decrease in 2008-2009 because of the Ground Floor disruption, but the increase

in 2009-2010 is still 55% over the baseline of 2007-2008. Student comment has been very favourable to

these changes in the study space.

One important initiative is that from September 2010, one area of study space, the silent study space at the

north side of the 5th floor will be dedicated to postgraduates.

The introduction of compact shelving in parts of the library means that the linear meterage of shelving is just

marginally higher than it was at the start of the project. While it may be attractive to consider installing more

compact shelving to increase the shelving even more, experience shows that compact shelving is not

particularly successful in publicly available heavily used collections.

Even with this increase in shelving, we do not have sufficient shelving available for all the books and

journals. There are several reasons for this, listed below:

- The collection continues to grow. It has grown more than fourfold since the Main Library opened in

1967. At the start of the project (2006) the collection equated to about 61 linear kilometres, and
was expected to grow to about 66 linear kilometres over the period of the project (2006-2013). Of this collection, 41% is in the Special Collections, and 59% in the general open collections. The overall annual growth is about 1% of the collection per annum, representing some 650 linear metres pa, although this is beginning to drop as some journals are received in electronic form only. This routine growth does not include any new special collections, received from time to time—some of which are located in the Special Collections and some in the general open collections.

At the start of the project, the open shelves were for all practical purposes full, and becoming increasingly difficult to manage. We have re-introduced space for expansion in the collection, to allow for future growth with new materials and easier management. This is set at about 15% in the book sequences, but much lower in the journal sequences, with the expectation of more rapid transfer to electronic only.

The provision of disability access to good practice norms means that we require to have wider aisles between shelves and turning circles for wheelchairs. This has the effect of reducing capacity.

The position is further complicated because it was always going to be necessary to find somewhere else for books during the redevelopment project, when at least one floor at any one point would be out of action. We have been working with a move management firm, Thomson Bethune, to address each of these issues, and to understand the optimal arrangements for the collections both during and at the end of the project.

We should draw attention in particular to the difficulties we will face when the last phase of the project, the Lower Ground Floor is carried out. During this phase, lasting for 9 months a couple of years ahead, we will need to move all collections on the LGF at that stage offsite.

It is likely that at the end of the project, that there will need to be further moves, to ensure that all books and journals are in the optimal place for their continued use.

**Library Research Annexe**

In common with other Universities, and in consultation with Library and other Committees, it was agreed early in the project that the only solution would be to create an offsite store, the Library Research Annexe. We had calculated that we required a store of approximately 30 linear kilometres, but the University was unable to locate such a store at the time it was needed, so we settled for a store of 20 linear kilometres (LRA1). We are now fitting out LRA2, fortuitously closely adjacent to LRA1, to provide sufficient capacity for the rest of the project. Most of the collections in LRA1 are collections which had always been closed access collections (e.g. Special Collections, LHSA). We have only recently had to move out collections which had been on open access—the collections on the 2nd floor. Where these have caused concern to members of the academic community, we have made arrangements to bring these back.

We hope to be able to reduce back to one offsite store of 20 linear kilometres soon after the end of the project, when we can move more items back to the Main Library, but this will depend on the speed with which we can transfer journals to electronic only access.

Our current projections are that at the end of the project 25% of the general collections of books and journals will need to be in the Library Research Annexe. We are currently predicting that 16% of the books will need to be offsite, but if we increase the number of journals offsite as proposed in this paper, we can keep a larger percentage of books onsite.

**Service from the Library Research Annexe**

Please note that the service from the LRA will include the following aspects. The new service will be introduced when LRA2 is ready and we move materials out to it, currently expected to be early in 2011:

- A project is underway to ensure all Dewey volumes are in the online catalogue, both those remaining in the ML and those moving to the LRA. We are prioritising retrospective cataloguing of those volumes moving to the LRA in January, and are currently assessing the volume of work and how long this will take.
- You will be able to visit the LRA to browse the collection.
- There will be an easy process to request loans or document delivery of items from the LRA, whereby you would normally receive the books within half a working day.
As has been the policy since the LRA opened, if items in the LRA become more important for teaching or active research, it will be possible to move them back to the Main Library into the Library of Congress collection.

Communication

It is clear that the communication channels needed for these complex decisions are not as robust as they should be, and we are now looking at how to enhance these.

- We will be re-considering our formal consultation and communication channels, including the Library Committee and College Library Committee during this session.
- During semester-time, we issue regular updates on what is happening in the Main Library redevelopment. Up-to-date information is also available on the MLRP website. From now on, we will ensure that the monthly updates are circulated via the College Office.
- We will also be working very closely with liaison librarians to ensure that they have full information to help us work in partnership with you to make the best decisions about where the collections should be.

We are aware that decisions are not going to become any easier to make; and we will be pleased to hear views about how we can improve our consultation and communication processes.

Sheila Cannell
September 2010
CHSS Forum, 29 September 2010

Thank you for attending the College Forum meeting on 29th September. This was a useful event, enabling College and Information Services staff to hear more about your concerns and to understand better how to address them.

A brief note of the key points discussed or raised is attached.

We have taken from the event a set of actions, listed below, which we will be addressing with the College Librarian and her colleagues. We will report again before Christmas on achievements in addressing these:-

1. LRA: rename it Library Annex or similar; Redesign the retrieval forms to make far simpler; Review the retrieval service and times.

2. Dewey collections: report outcome of discussions with CMVM and CSE on moving medical and scientific journals to Annex; Review communications on which Dewey stock to be retained in Main Library.

3. Use of 4th Floor: review proportion of staff to be moved back into the ML 4th floor. Attempt to maximise space for collections/study.

4. Postgraduate study space: report on how PG study space on 5th floor is to be “policed” and if it is to be protected for PG use throughout the year; Library staff to consider how more “bookable” space for PGs might be delivered.

5. NSS and student feedback: analyse NSS, PPR, TPR, PTES and PGR surveys (IS and College); what is the most important PG student concern?

6. Communications: review how Library/IS/College Library Committee communicate with the 11 CHSS Schools. Devise more reliable or better methods.

Janet Rennie
Director of Academic and Student Administration
Note of main points from the meeting, from the speakers and from the floor:

- The Main Library Redevelopment Project (MLRP) is a rolling programme which started in 2006; has committed funding of nearly £60M from the University, and has involved significant student and staff consultation at all stages. The driver for the redevelopment was the age of building and asbestos removal.
- The majority at the meeting raised suggestions for improving the communications, or commented on the project plans or the use of the Annex.

**Collection size and LRA**

- The Library is already full in collection terms: irrespective of the MLRP, stock would have had to be moved out. The Collection footprint will be slightly larger than before the redevelopment and will provide 5 years’ growth space but we will still have to move material off-site. We have 2 stores at the moment and will always need one store. The collection is not static and material may move between the Main Library and the LRA.
- Suggested that the LRA should be as user friendly as possible – for example make the web form clearer when applying for items from LRA. It should have a different name: e.g. Library Annex (since research is not done there). We need to set up a fast and effective retrieval process.
- Challenge is to decide which materials should be kept in the annex. Colleagues wanting more Dewey stock retained in ML welcomed moves by Library staff to seek permission from the other Colleges to remove their journals from ML to create a bit more space.
- A key point is the dedication of sufficient resource for new materials – we do not spend enough on the materials budget and are unable to keep pace with the rise in purchasing costs. This will be more difficult over the coming years as funding declines. Availability of relevant library materials is important for student recruitment.

**Student Services on 3rd floor**

- Difficult decisions had to be made e.g. relocation of the 3 Student Support Services. The overwhelming majority were in favour of this move, including the students (via EUSA), although CHSS opposed the plan. Students supported the decision because of ease of access, although some concern has since been expressed by them around confidentiality issues. It is likely Student Services will be relocated again but not for around 10 years.

**Student feedback**

- We now have a large, growing student community and attractive spaces that appeal to them, especially to UGs. However, feedback on the library is seldom so positive from PGs. It was suggested that we should continue to provide dedicated workspaces – study rooms and bookable desks.
- Library had responded to feedback by making part of the 5th floor PG-only study space. This was welcomed. Library staff were asked how it would be policed, and if it would remain available even during peak periods of UG usage at exam time.
- Schools should plan for more study space to be available in their Schools, and not expect all to be within the ML.

**4th floor**

- Concern was expressed about using this for staff accommodation when there is a need for more materials and study space. Current expectation of Information Services is now that one third will be used for collections and 70-80 IS staff will have to be based elsewhere. It was suggested that even this split of collection: staff use is not right and that the University should look for alternative IS staff accommodation. However, any changes to MLRP plans have to fit with strategy to minimize the university estate; there are significant constraints; managing this is complex. The points were noted and accepted.

**Student comments and NSS:**

- Head of College suggested we gather comments on library services and discuss with Library ways we can improve services – NSS comments, a survey undertaken by HC&A of PG students, and any other relevant sources. It was agreed that PGs’ views are important, especially PGTs who are around for a shorter time. The “totemic issue” for UGs is 24x7 opening (which is very expensive). We need to be sure we have heard the equivalent top priority for PGs.

**Communications between Library and CHSS Schools**

- Suggestions about how to improve these communications were sought. Ideas can be sent to Liaison Librarians.