

Sherif Breakout Rooms- collated comments

<p>END</p> <p>Click and collect (6) - too staff and labour intensive / – (some demand and liked service) difficult to implement post covid – staff time and confusion on where items are (holds/reservations) Quarantining of stock (2)</p> <p>Postal loans.</p> <p>E-textbooks – usage very low despite considerable investment – maybe a different model.</p> <p>Dedicated repro room</p> <p>Bureaucracy!!</p> <p>Restrictions on no of users on building/Social distancing, e.g. 1 person to a booth (normally 6). Still going, now 2 people per booth</p> <p>Booking systems/ Booking system for spaces/PCs.</p>	<p>AMPLIFY</p> <p>Virtual enquiry service - worked well and continue/ Live chat/ Libchat 1-2-1 library support booked – greater attendance via Zoom – receive reminders. Has limitations but attendance good/ Online 1-1s in addition to face to face Online presence – ramping up varieties of support and uniformity of content.</p> <p>Open access publishing/press OERs to help with e-textbook problem E resources/'Digital First' focus e-Books for patrons (member users) who had previously not had access to these. More evidence-based decision making. Got etextbooks through BibliU for the first time, really examining usage. Increased use of PDA for e-book purchasing. Scan and deliver/ Scan and deliver service – just postgrads but expand to everyone on a more permanent basis.</p> <p>Seat bookings and PC bookings (2) – hybrid approach some bookable spaces</p> <p>Click and collect (linked to staff resource)/ Click and collect – House of Lords</p> <p>Better catering for blended learning</p> <p>FE Study Plus resources being expanded.</p> <p>Reviewed our RL procedures, purchasing ratios, to reduce print and increase this.</p> <p>ILLs – now invested in rapid ILL, to increase ILL provision. More streamlined process, sts can request directly on catalogue, almost no staff intervention required, they've got Tipasa. ILLs – almost removed cost barriers for UG sts, has saved loads of time.</p> <p>Blended working – mixed approach with options for working from home. (issues with it equipment) / Piloting hybrid working. Depends on individuals – what they want/need?/ With the continuation of hybrid working a need to address communication and maintaining those personal relationships – how to replicate those corridor catch ups and the serendipitous conversations.</p> <p>With staff working remotely is there a need for so many staff spaces - Library space redesign.</p> <p>More mindful of cultural issues (EDI)</p>
<p>LET GO</p> <p>Faculties purchasing e-collections direct Reviewing doc supply and not using print folders all through 365. No folders! Rigidity in cancellation procedures for continuing resources.</p> <p>Stop lending headphones and other small items of equipment and stationery. Give rather than lend</p> <p>Stop taking cash – go card Stop fines – use other forms of sanction</p> <p>Lost books – Imperial College moved to bulk renewals and contacted everyone with overdue items as to whether they were in position to return. Result was to write off missing items rather than pursue replacement costs Long overdue books. Taking too much staff time to chase.</p> <p>Print journals (2) – value almost zero now</p> <p>Ordering multiple copies of print books/Buying so much print</p> <p>Library tours – switch to online Leaflets for inductions – switch to online/ Stop producing paper guides etc. – go digital</p> <p>Face to Face inductions (not all) Face to face meetings – switch to teams</p>	<p>RESTART</p> <p>Open for the public & sconul/ SCONUL access/ Access for visitors, e.g. Sconul Bookable study spaces (might need social distancing)</p> <p>Face-to-face services, especially enquiry desk work/ Resume face to face enquiry – real human rather than online</p> <p>Buying physical books (for unaffordable e and decol)/ Print book ordering Physical collections Print Journals Browsing</p> <p>ILLs stopped, now restarted/ Print interlibrary loans – impact on research ILL/scanning/digitization</p> <p>Cataloguing staff to improve metadata and apply better subject headings for increased browsing?</p> <p>Improve head counting in the Library in different places – using pressure mats (Technis) placed in key points around the Library. e.g. print journals.</p> <p>Staff returning to office – hybrid working (possible tension between home workers and those returning)</p>