

Good news stories/updates

RNCM

Not a great deal has changed in procedural terms since the report submitted to the NoWAL Senior Staff Group in September.

The RNCM began to grant restricted access to certain students from mid-August. This was to allow those students who had opted for live final examinations to practise using instruments (large percussion, grand pianos etc.) which are kept on-site. At this stage there was no certainty as to when the Library would reopen. Relevant policies and risk assessments talked about prioritising the academic programme, often not mentioned the Library, and we had several times to remind management that we were an integral part of the academic programme. If the above experiences tell us anything, it's that it takes a pandemic to discover the gaps in your colleagues' understanding of how the Library operates.

Staff eventually returned to the Library on 2 September and library assistants returned from furlough. Sarah d'Ardenne returned from maternity leave on 9 November (Evelyn, born 18 February since you ask), but in the meantime we have lost two PT library assistants to retirement or moving to other jobs. We have, however been given the go-ahead to appoint a single replacement to cover the lost hours. We are currently working on a rota basis, with one senior staff member (two on Wednesdays) and up to four assistants in each day, and the rest of the FT staff working from home.

The Library remains closed except to those users who have arranged to borrow using our "click and collect" service, whereby items are reserved online and users book a time slot to collect it. There is no access to the shelves except for Library staff. We are also operating a booking system for those who need access to PCs or a general study space. Initially bookings were done directly with the Library, but it's now fully online through the Asimut booking system. We are maintaining social distancing, operating a one-way system, using only every other IT carrel and where necessary rearranging tables and chairs in the study area. All items used in this area (including archival material), and all those returned via our drop-off box, are quarantined for three days before being reshelfed.

Bookings of study spaces are not as high as anticipated, leaving open to question the need for so much rearrangement of our study area. We have also found that our instructions on how the reservation/collection system works aren't always getting through to users. This is particularly the case with students whose first language is not English and with our many PT tutors who rarely engage with the Library or with the college's VLE. There is also an ongoing programme of retrieving material from students who have left, or have been unable to return from outside the UK. This is exacerbated by the fact that much of our music stock is multi-part sets, where parts have been distributed between several players.

We are producing online guides to the new systems, including an induction presentation which was sent to all new students as part of our online Welcome Week.

We have taken the decision to close on Saturday mornings, when the RNCM Junior School is in session, and have suspended our evening openings. Throughout the college as a whole all academic teaching has moved online, but certain instrumental/vocal teaching still has to take place face-to-face. The current term has been extended by a week until 18 December, but students will begin a phased withdrawal before that. We are still maintaining a performance programme and several of our activities are currently available online.

University of Bolton

Stan Winston Collection.

We have started a subscription to the hugely popular 'Stan Winston School' online resource. It's used widely in the industry of Special & Visual Effects, and is a great new addition to our resource provision for the expanding School of SVFX here at the University.

Kogan Page Employability Collection.

We are currently trialling access to an employability collection of 101 ebooks. The trial will last until 4th January and it's very likely we will subscribe after that. It's a good example of a recent collaboration between the Library, Careers and Student services which contributes to the University's employability strategy.

Reading Lists

A report on reading lists, recommending a consistent reading list format and use of electronic resources for essential readings, was recently endorsed by the University's Education Committee.

New Market Research Database

The Library has acquired access to IBISWorld, a leading source of Market Research and Industry Reports. IBISWorld provides access to up-to-date research and analysis on industries, companies, trends and forecasts.

Use of Library Digital Resources

Since the shift to blended learning in March, usage of digital resources has continued to be strong. Usage of the Library's main search tool Discover has risen considerably over the same period in 2019. Ebook Central is the Library's main ebook collection, and provides access to over 180,000 titles. There were 14,770 item requests in September 2020, compared to 10,362 in September 2019 – an increase of 42%.

UCLan

University news

- The University released its new logo and brand identity in September, designed by Jeremy Shaw, a 1992 alumni.



Where opportunity creates success

- Our chancellor, Ranvir Singh, continues to wow us on Strictly – did you see her Argentine Tango on Saturday?

- Teaching will move online for most courses from 7 December (with the exception of clinical skills and placements) but some will move online from 3 December so we can stagger the departure of students.
- An extra 2 days annual leave has been given to staff over Christmas

Library news

- We have appointed two new subject librarians who will join UCLan in January and will mainly support the growing health related subject areas
- Click and Collect has proved very popular but collection during certain (and limited) times was challenging. We moved the reservation shelf so that students could collect the book and issue it to themselves.
- There are limited staff in the building with the majority continuing to work from home. We have at least one member of staff from each team on campus during the week in case problems arise which can't be resolved over the phone. This includes a helpdesk service between 12 and 3pm
- Information literacy sessions are being delivered live via Teams or pre-recorded. A virtual tour was created for both our [Preston](#) and Burnley campus libraries.
- Ebook usage in particular has multiplied since the start of term. Turnaways have been arriving thick and fast and the team are working flat out to upgrade licences. However, we have yet to take advantage of the Kortext or Bibliu offers due to the high cost.
- Over 7000 print books are still out on loan and we are having some difficulty getting these back due to necessary extended loans and various student circumstances.
- Subject Librarians continue to support students through our Ask Your Librarian service
- Social media – Following on from a well-received Halloween quiz on gothic/horror fiction, we will be hosting a just-for-fun Lancashire Day quiz on Friday 27th November so feel free to join in – the questions will be posted on our twitter and Instagram page during Friday morning
- We have started a 'Resource of The Week' twitter and Instagram campaign – every Friday we create awareness and details about a different resource.
- We requested Book Recommendations from our followers, students and staff and had plenty of engagement, Ian Rankin even popped up on one of our threads! We scheduled the book recommendations (and tagged whoever sent in the recommendation) via Hootsuite to increase our posts over the weekend.
- We are starting to think ahead when the <i> (our student services) will vacate the library and set up in the new student centre, which should be completed by the Summer. Regaining the space back in the library will provide us with opportunities to re-think our ground floor space and make room for a new library and customer service point.



University of Chester

Opening hours and services

Seaborne Library (our main site) has incrementally increased its opening hours since the start of term. We are now offering access to individual study spaces until midnight Mon – Fri, and 9-5:30 opening at weekends with support from security staffing when helpdesks are closed. We continue to provide a click and collect service for our book collections.

From the 19th December we move to online support through to Sunday 3rd January. There will be some onsite access to our PC Open Access areas throughout the Christmas vacation period but our physical helpdesks will not be staffed. For the first time, we will have limited online helpdesk support throughout the Christmas vacation, staffed by volunteers and closed 24/25 December and 1 January.

Student Development Week

The library team offered a number of sessions led in-house and from guest speakers from various databases/providers for the week of personal development and flexible learning. Information literacy materials previously developed were adapted for use on a new platform Aula. This was a tentative trial and we are still looking to work out the best way of engaging with it.

Digital Skills and Digital Citizenship

Since our new VC began in post at the start of the year and the first lockdown she has led regular Q&As via Microsoft Teams for all staff at the university. LIS have always been involved in these behind the scenes (technical and learning technology teams) and there is often a theme to each Q&A. This month's focused on Digital Skills – a new initiative and key agenda area for the university - and the majority of the supporting panel of speakers were from LIS including one of our site librarians. This was a great platform to promote our library teams and services further and we will be providing a central offering of workshops as part of the university's Digital Skills week in December. A second week of skills will take place in March and this has involved collaboration with some of our Senior University Teaching Fellows and colleagues in Careers to develop plans and curriculums. We are currently working on a range of 20 minute asynchronous sessions e.g. Sharing learning resources with your peers, Fake news, Keeping in the loop post-university

Library live stream

Seaborne Library's Study Happy team have set up a Library Live Stream that streams live on weekdays between 1pm – 4pm. The intention is to help students (and staff) to focus by providing an 'at the library' feeling for anyone who can't make it to the library and is struggling to focus at home. This is either set up in the main reading room, which although is currently closed, still provides ambient noise from students studying below and our shelvees and library assistants retrieving books for the click and collect service. Anybody can join the meeting for as long or as little as they like. The chat is open if anyone wants to talk about the work they're intending to do for the day and is monitored by one of our LRAs.

University of Cumbria

The induction portfolios that were developed using Pebbelpad for new PG and UG students for Welcome Week helped us engage staff, as well as students. Got positive feedback from PG staff and students in particular. A similar model was used for returners.

Challenges included generally getting to grips with online teaching and discovering the pitfalls.

Teaching was done using Blackboard Collaborate. Most lecturers opted for our usual sessions, just delivered online instead of in person. This was rather a strange experience – seeing all the students' names as they joined the session, which you often don't learn, but very rarely seeing faces or hearing voices. Most engagement was done using the Chat function but this generally worked well and most students engaged.

I found sharing my screen on Collaborate to do a demo did not work too well. It was sometimes hard to locate the correct screen and it then took over your whole screen so you could not see the Chat. I generally chose to include a number of screen shots in my Powerpoint with areas highlighted instead. This also gave the Powerpoint more value to students when referred back to later.

Doing a double act when we have the person power is good – breaking up 'voices', doing chat, back up for connectivity.

Beaming into a classroom did not work well - technologically.

A few lecturers opted for asynchronous teaching – ie prerecording videos or tutorials for students to access later. One lecturer asked me to do this and then set his students tasks based on the videos.

If anyone has any tips for teaching law resources online, we would like to hear!

Webinars were well attended. We had a lovely comment from one student about it being the most concise refresher about library searching she had ever had!

Some snacksize videos have been created and have been found really helpful - how to set your PIN, how to access ebooks, linking to Google Scholar, OneList (our reading list system) etc - breaking down what would have been a longer resources session with a lot to take in into snack size videos.

There have been many positive comments coming back from Staff Student Forums regarding resources, access to resources etc.

There have been numerous different measures put in place to continue to support students - library support for students in self isolation as well as lockdown. There have also been some exchanges with the Students' Union around their book club.

Black history month - library Twitter campaign - tweeted a BAME author almost daily based on recommendations drawn from across the service.

There have also been, and are still ongoing, various activity challenges for staff across the whole university. Currently it is 'Move-ember' – a challenge, in teams of four, to either run, cycle or walk (or other equivalent activity) the distance from the Carlisle campus to the London one and back (350 miles).

Coming up is our Case Management System project - idea will be that students will access our support offer via case management system - probably from at some point in semester 2 depending on project development. Our library team identified as first team to be integrated. Case management will involve self-help resources (like all our skills@cumbria resources, video resources etc) as well as referral to specialist support.

University of Liverpool

Accessing Study Space

Both our libraries are open with study spaces available for booking 7 days a week. We're also working across the university to find other areas for flexible study space and the Victoria Gallery & Museum café area and parts of the School of Law & Social justice and Management School buildings are also now open. Wearing a face covering is mandatory in these study spaces, unless an individual is exempt.

The libraries are currently open from 10:00am – midnight, 7 days a week. Over the Christmas vacation period we will be open apart from Christmas Day and Boxing Day.

Moving e-first

The current situation has accelerated our move to an 'e-first' purchasing policy. We've been working with Kortext and BibliU to provide eTextbook versions of key texts where standard eBooks are unavailable. We are encouraging academics to use the digitisation service where chapters or sections of texts are required rather than entire books.

We continue to promote Reading Lists @Liverpool (Talis) as the mechanism for staff to make their module readings available and have re-vamped our workshops to focus on the pedagogical aspects of reading lists and how to maximise the impact of lists and increase student engagement.

Accessing print materials

A Click & Collect service for print material is working well. Browsing is currently prohibited. Students and staff can also use a free of charge Book Copy and Delivery service if they are unable to come into the building. A Click & Consult service for reference items will be launched w/c 23rd November.

Teaching

Our Liaison Librarian-led teaching has continued as colleagues worked hard to convert teaching to suit online/hybrid delivery. In the majority of cases, the shift has resulted in more and increasingly varied content being made available to students, in the form of quizzes, videos and other activities. Online delivery suits our content; a further benefit is that students have these resources to come back to whenever they need it. Synchronous sessions are freed up for Q&A sessions or other interactive learning activities.

The Liaison Team remains available to support staff and students with their use of library resources and an online appointment booking system for students was rolled out at the start of term.

Our KnowHow skills offer continues to grow with a full programme of webinars and online material available. Our Writing @Liverpool tutors are working online and we also recently launched Stats @Liverpool for students who want more support with statistics. All appointments are delivered via Teams.

University of Salford

- Trained this year's new Library Champions and launched the [Library Champion Scheme](#) for 2020-21. We have 42 posts this year (one for each subject area). Running a 'Get to know your Library Champion' promotional campaign on twitter:



- Library colleagues created a [reading list](#) in response to the Black Lives Matter movement and we ran a Black History Month campaign on twitter, involving a 'Spotlight on' to celebrate a number of inspiring people.



- Key services implemented as a result of the pandemic, such as 'Click & Collect' and the 'Book a study space' are working well. To help students work off campus, laptop loans were also extended.
- The University introduced a [Salford Education Technology Fund](#), offering eligible students grants to help students get the technology they need.
- There's a new 'Windows Virtual Desktop' service now made available which allows students to access some of our specialist software from off campus. This complements the Student Software Portal which always existed, allowing students to download some software we have licences for (e.g. EndNote).
- Our Collections Team have been working hard sourcing electronic materials and we have done lots of work with Kortext, the lecturers and the reading lists to help students get what they need (as far as we could!).
- Added extra online general library, study and digital skills workshops to help support students working from home, which were well received. We saw a dramatic surge in attendance, particularly over the summer. In summary, we ran 80 workshops in 2019-20, with 1,070 students attending. For comparison, in 2018-19 we ran 23 workshops

and 138 students attended. Currently planning some extra online workshops to help students through December and January.

- The Library is currently working with other parts of the University to put together information for students who are travelling home/going to be studying from off campus to make sure they have the skills and resources they need for this.
- Created a [Boost your Maths and Numeracy Skills reading list](#) to support students who want to develop their skills in this area.
- Lots of promotion of our [UniSkills](#) package has taken place, and completion rates are already up on last year.
- Revamped the [Library webpages](#) when the University changed its webpage provider.
- The Academic Support Team ran lots of bespoke online workshops this trimester and worked hard over the summer liaising with academics and ensuring materials and activities were suitable for online delivery. This also included getting to grips with the roll out of the upgraded Blackboard Ultra (VLE)!

Liverpool Hope

- Much focus on delivering online learning and remote services such as Request and Collect, postal loans
- Producing new systems and procedures or adapt existing ones, to deliver and manage new services e.g. request & collect and study space bookings
- Production of a lot of instructional videos for using the library, its services and facilities which has required us to learn a lot of new skills in a very short space of time. However, on the plus side we have noticed attendance is better online than in person in many cases
- Filming resources with academics in Special Collections for use in online teaching sessions - for those groups who would usually bring their students to see the collections e.g. Books of Hours and other Religious Texts for Art & Design History Level C students
- Moodle update giving us exciting opportunities to use Moodle more as a learning tool rather than just giving information
- Successful implementation Leganto reading lists/course resources, accompanied by extensive promotion and training to academic staff

Edge Hill

- Help and support for staff and students in most circumstances is virtual. All the teams, from all departments including UniSkills, LTD, Classroom Support and the Help Desk are offering virtual help and support with appointments via MS Teams or Collaborate.

- Students and staff have the opportunity to fill in an equipment survey to request a laptop should they not be able to access their own. We have both short term and long-term loans available.
- eResource access in the library has been greatly increased and alongside it so has training to ensure that reading lists contain digitisation of chapters and eBooks, the orientation library catalogue and databases is efficient and promotion of tools such as BoB and LinkedIn learning is clear.
- Web Accessibility and Captioning Regulations brought recently into effect mean that we must provide online training to staff to ensure accessible content on our websites, including Learning Edge and the University VLE.
- With the aim to enhance digital skills and empower learning and teaching online training in a range of digital technologies including Microsoft Teams, OneDrive, Outlook, accessibility, Microsoft Sway etc. have been scheduled for staff. Whilst TechSkills is a package of workshops, online resources, activities and face to face support to help develop and enhance student technology skills.
- Targeted promotion and newsletters from Learning Services to faculty staff have become branded and frequent. We share information about our service department support offers, answer or highlight subjects based on staff and students query and share the latest technologies, trends and ideas. These information sources have allowed us to manage the academics expectations and disperse messages evenly.
- The library itself is set up for individual working areas only, it has recently started to hit capacity but queuing into the building hasn't been as long or as frequent as expected. The majority of students have kept to the social distancing rules with only the odd exception.