

## Academic Librarians' Group Welcome to the 'new normal' Minutes

<b>Date</b>	Wednesday 26 <sup>th</sup> August 2020
<b>Chair(s)</b>	Tracy Breheny (Salford) Jenny Warren (Chester)
<b>Attendees</b>	Jo Ashley (Cumbria) Paul Catherall (Liverpool) Robert Cunningham (Liverpool Hope) Sonia Edwards (Edge Hill) Bob Frost (UCLan) Nicola Gregory (Liverpool) Dawn Grundy (Bolton) Toni-Ann La-Crette (RNCM) Michelle O'Connell (Edge Hill) Anne Williams (Chester) Joanna Wilson (Salford) Roy Vickers (Salford)

### 1. Welcome

- Extra event.
- New Co-Chairs introduction – Tracy Breheny and Jenny Warren.

### 2. & 3. New developments (Welcome and Induction) and show and tell

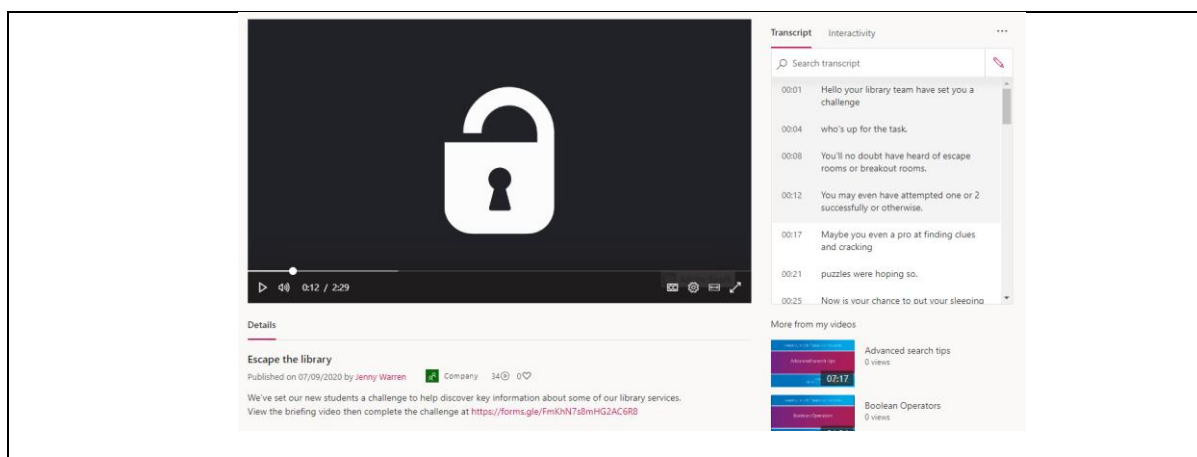
#### Edge Hill

- Moved to Blackboard Ultra. Ally is now available, opening up an opportunity to work with staff to improve resources.
- Click and Collect service will be put into place.
- Articulate used to create tool kits which will develop and support synchronous and asynchronous teaching.
- Fines were suspended and due dates removed but will be brought back soon.

#### Liverpool Hope

- Hybrid model of lectures delivered online, tutorials delivered face-to-face where possible.
- Making videos and guides to help support students.
- Planning an issue because still unsure about what the agreed method of delivery will be.

<ul style="list-style-type: none"> <li>▪ Leganto coming in for the coming academic year. Salford (Joanna Wilson) and UCLan (Bob Frost) noted that Leganto is already established at their institutions and have offered support and to share their experiences and teaching materials if needed.</li> </ul>
<b>RNCM</b> <ul style="list-style-type: none"> <li>▪ Students book to come into the building now.</li> <li>▪ Reduced capacity – limiting the number of students in at one time.</li> <li>▪ Booking in place for study spaces and PCs.</li> <li>▪ Students book to collect resources.</li> <li>▪ Inductions in progress.</li> </ul>
<b>University of Bolton</b> <ul style="list-style-type: none"> <li>▪ <a href="#">Click and Collect Service</a> been operational a couple of months.</li> <li>▪ Bookable appointments with Librarians introduced via Zoom.</li> <li>▪ <a href="#">Online Learning and Teaching Libguide</a> produced aimed at Academic Staff (focus on reading lists &amp; resources).</li> <li>▪ Inductions will be delivered via Zoom as part of online teaching schedules. All students at the University will also be attending on campus from September but our library teaching delivery will be online rather than face to face.</li> <li>▪ Use of Powtoon to deliver Library Induction materials in ‘bite size’ format so staff and students can mix and match to suit their needs.</li> </ul>
<b>UCLan</b> <ul style="list-style-type: none"> <li>▪ Open 24/7, study spaces available for single study, click and collect service.</li> <li>▪ <a href="#">Virtual Library Tour and Online induction</a> with an associated quiz.</li> </ul>
<b>University of Chester</b> <ul style="list-style-type: none"> <li>▪ <b>PASS website</b> – the library has provided induction materials for pre-arrival site - format to suit students accessing the site using mobiles, so will include videos.</li> <li>▪ <b>Knowledge Base</b> developed by our IT services will bring together all our resources information/guides – both IT and library. Designed to help answer most popular FAQs.</li> <li>▪ <b>Staff buddy scheme</b> across library subject teams to help share outside immediate teams, chance to practice and test out plans for our user education in the new format, particularly interactive tools or new technologies.</li> <li>▪ Working with Study Skills and accessibility officer to create a “surviving in online overload” resource.</li> <li>▪ <b>University subscription to Vevox</b> an online polling tool.</li> <li>▪ <b>Library skills channel on Microsoft Stream</b> created as a repository for all our training videos.</li> <li>▪ <b>Use of Adobe Spark</b> to create mini tutorials (e.g. animated explanations of Boolean, introductions to escape room type quiz activities – see below) – these have been fun and we’ve enjoyed playing with the music and images to create different vibes. Use of Google forms to create an <a href="#">‘escape the library’</a> type interactive activity.</li> </ul>

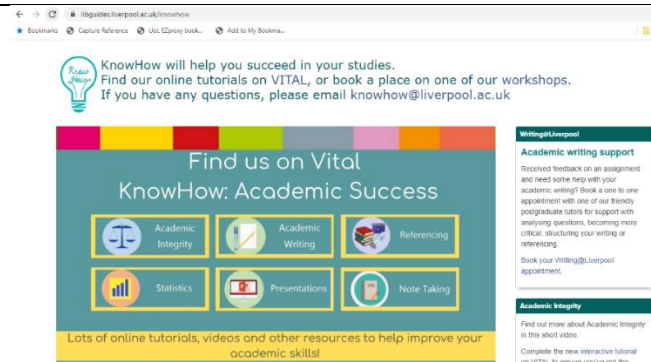


## University of Cumbria

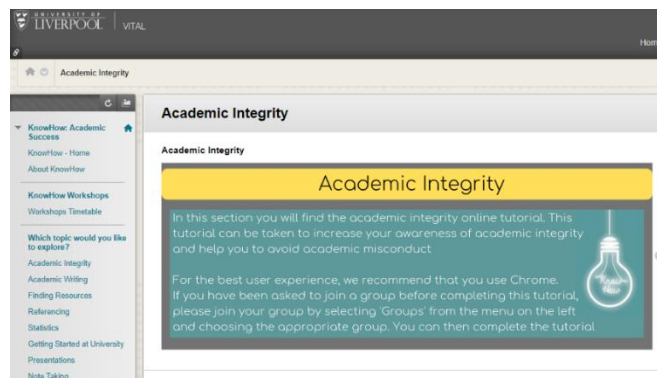
- For induction this time we are rolling out a new view for the Student Hub specifically for 'Welcome Week' which will be the first view new UG students see when clicking through to the Hub (they will have the option to go through to the full/normal view of the Hub from here also). The Welcome Hub will feature a toned down view of the Hub (so without all the usual tiles) featuring instead just key systems and then utilising the rest of the space for introductory videos. There will be a video for every day of the week, focusing on a different area. So, things like an intro from the SU, Library Services, Student Support, Blackboard Collaborate etc. As well as this, IT are working on building a simple app that will be available from the hub and will serve as a more interactive, digital form of the welcome checklist/Mylist. Once the initial Welcome Week passes, all students will see the full Student Hub when they first click through.
- We are utilising VFairs (which have already been used for Open and Visit Days) for the registration process. With all new students coming through this and having access to different booths where they can grab info materials or ask questions from staff manning the booths. So, we're holding one for IT and the Library for example.
- We are also involved in developing other induction activity using Pebblepad (initially for PG induction) as a way to offer starting students more info/guidance about what they need to know and where to look for things. This is designed to replace the physical uni check ins we've had in the past. The hope is, if this is successful, that we may use this same model for UGs too.
- The University has recently acquired Blackboard Collaborate which we are now all getting familiar with and will be used to deliver much of the teaching in this first semester (at least).
- We are operating a 'click and collect' service from all our libraries, and study rooms are bookable in various places on each campus (not necessarily in the library).
- Slightly longer term we plan to create 'Snack-size' videos designed to help students with particular tasks – e.g. 'How to reserve a book', 'What is a journal?'.

## University of Liverpool

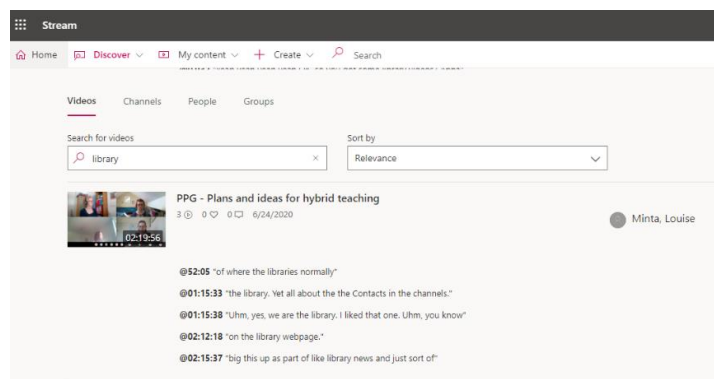
- The [KnowHow programme](#) (providing key skills training) has transitioned to provide online sessions on a range of topics such as statistics and referencing software:



- KnowHow content is also provided within Blackboard modules, providing materials and assessments which are sometimes also used more formally by academics:



- Video streamed using Canvas VLE (Canvas Studio used for video streaming and automated transcript output). Some use of Sway and we have begun using Microsoft Stream alongside Teams (for teaching/training delivery) for recording sessions and streaming video:



- The Library's KnowHow service is also providing academic writing consultations for students in an online format at the moment:

**Improve your academic writing**

Please be aware that our tutors are currently offering online appointments only. Writing@Liverpool tutors will not advise or comment on open book assessments or examination answers.

Writing@Liverpool is a free service to help boost your academic writing skills. Book a one to one appointment with one of our friendly Writing Tutors for additional support in any questions, becoming more critical, or planning and structuring your writing.

Writing@Liverpool tutors will not proofread your work, provide advice on the content, or offer specific English language support.

In order to make the service available to as many students as possible, appointments will normally be restricted to a maximum of four per semester.

All of our tutors are trained to help anyone with their academic writing, but if you prefer to see someone from a subject area similar to your own, you can filter by faculty and then which school each of our tutors are from.

If you feel you are not expressing yourself in English as clearly as you would like in your writing, the best people to help you may be the tutors in the English Language Centre. They are expert in analysing English language and any issues which may cause problems for your reader and in giving you guidance in how to improve your academic writing. You can book an online appointment with an expert English Language tutor through the English Language Centre.

1. Select a Writing Tutor

No Preference

For more information about each of the tutors, click on the i button

2. Select Date:

Aug 2020

Su Mo Tu We Th Fr Sa

3. Select Time:

Thursday, August 27, 2020

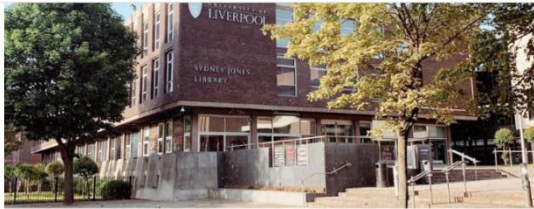
3:00pm 4:00pm 5:00pm

7:00pm

- The campus Library has re-opened in a limited format with a Click & Collect service and bookable study spaces, we also provide a 'Get it for Me' inter-library/digitisation service (with some limitations due to current circumstances):

libguides.liverpool.ac.uk/blog/Sydney-Jones-Library-reopens

Bookmarks Capture Reference UoL EZproxy book... Add to My Bookma...



Following the successful reopening of study spaces in the Harold Cohen Library at the start of this month, we are now delighted to reopen a limited number of bookable study spaces in the Sydney Jones Library for University staff and students. Unfortunately, due to limited study spaces we cannot admit external visitors or SCONUL users at this time.

Both libraries are open 9am – 5pm Monday to Friday. Staff and students visiting the libraries can use bookable study spaces, access printers and collect books reserved using the [Click & Collect service](#).

**Using study spaces**

- Book a study space – we strongly recommend that you book a study space in advance as seating is limited. There are two types of study space available: with a PC and without a PC.
- When you arrive at the Library and find your study space, 'check in' using the QR code on the seat or via your email booking confirmation so that we know you have arrived and we will not allow anyone else to book the study space.
- 'Check out' using the QR code when you leave the library so that we know you have finished using the study space.

- I have been developing new [Library for Online Programmes](#) web site and training materials, this will be used substantively from Jan 2021 with a new online provider (Kaplan), with some usage by current online programmes/ remote students.
- A new service using Windows Remote Desktop is being trialled, allowing students to connect remotely to campus PC centres to access campus software.
- Paper provided on '[Potential access issues for remotely-based students](#)' focussing on Internet Control and connectivity difficulties for students studying in areas impacted by this issue. This is also a factor at the moment, with China students remaining in their home country into Semester 1. The paper provides some background to these issues, also see the [support page](#). UoL is also looking into a new JISC project to address this issue, however this service may be limited to VLE access and may not support databases or wider WWW browsing.

## University of Salford

Three stage student journey planned; Pre-induction, Welcome & Induction, and Further Induction:

- The **Pre-induction** stage starts now; we are running online Library UniSkills Q&A sessions for our new students to supplement [UniSkills](#) (our online eLearning package with built-in assessment and badges). The Q&A sessions will run for two weeks.
- For **Welcome & Induction**, we are developing an online Library Welcome session (and these will run over two weeks, 20 x 1hr sessions open to all new students).
- We are developing an [eLibrary tour](#) (which will consist of a collection of videos and guidance on accessing library resources and services off campus).
- We are working on new library web pages to support students, including '[Advice for new students](#)'.
- **Further Induction** will be a series of online workshops on a range of more detailed areas; writing an assignment, using Library Search, finding academic info, avoiding plagiarism, etc. These were delivered online the last two years, but we will be expanding the offer this year to cover more topics.

Also:

- Library Services are currently exploring a Click & Collect service, the booking of study spaces PCs and how the library will re-open next month.
- We plan to keep students and staff up-to-date with library service changes via a library webpage and communications which will contain all the most up-to-date information and detail changes as they happen ('[What to expect](#)').
- We are currently developing our online teaching offer ready for T1; adapting existing workshops, creating new teaching materials and online support and also focussing on developing standalone eResources in the form of video/short online presentations and demos.

#### 4. Challenges

Many of us faced similar challenges. In summary, main challenges noted were:

- Time factors around the preparation of training materials and Induction and Welcome resources.
- Not having the information needed about services, resources and re-opening early.
- Issues getting materials digitally where we did not have the content before. Discussed price increases and the challenges that emerged after working with suppliers. Noted that many suppliers have been good during the pandemic but faced challenges with others. Also discussed problems digitising our print materials without having access to the building and resources.
- Discussed copyright restrictions, the increase to 20% (or 2 x chapters) and what that means for us.
- The variety of options available to us for creating library resources and how that can become challenging when faced with too many – hard to know what's best and what to use.
- Issues around new technology and the different systems used to deliver information literacy which didn't exist until recently – difficulties (time restraints, training, unfamiliarisation with new systems, etc.) around having to switch to this at short notice and to deadlines.
- The need to be moving on site/split working at the busiest time of year.
- Synchronous sessions are held within the Teams environment and therefore some of the new tools which are available in HP5 Moodle environment are not available to us.

## 5. Summary

- Many of us in a similar position and working in difficult circumstances.
- Many similarities in terms of routes taken; webinars, online one-to-ones, eLearning and video content, improved webpages, etc.
- Impressive what has been achieved given the pandemic and at a time many of us are also contending with system changes, service changes, new software coming in, etc.
- An area to revisit briefly at the next meeting – see how we got on!
- Possible topic suggestion for a future meeting – publishers and eResources.

## 6. Next meeting

November 2020 online – date and time TBC.