

Academic Librarians' Group Minutes

21 May 2020

Venue: Online

Time: 13:00-15.00

Olwen Pennington	Edge Hill University
Sheila Murphy	Edge Hill University
Nicky Freeman	NOWAL
Lisa Hawksworth	University of Liverpool
Jo Ashley	University of Cumbria
Geoff Thomason	RNCM
Jenny Warren	University of Chester
Michelle O'Connell	Edge Hill University
Alison Derbyshire	Liverpool School of Tropical Medicine
Philippa Williams	Hope University
Tracy Breheny	University of Salford
Andy Tomkins	Edge Hill University
Louise Speakman	Edge Hill University
John Wright	Edge Hill University
Joanna Willson	University of Salford
Mark Burgess	Manchester Metropolitan University
Julie Hitchin	UCLAN

1. Welcome to all our attendees and apologies.

Very happy to see a large attendance for our online meeting. It demonstrated a commitment to the group and a healthy cross institutional awareness at these challenging times.

The format of the meeting was to share the urgent changes and responses made in a pandemic.

2. Minutes of the last meeting accepted

3. Update on student support remotely and update on academic liaison remotely
These have been compiled below and include several good news stories

4. Handover to new co-chairs.

Olwen Pennington and Sheila Murphy wish to thank the ALG and Nicky Freeman from NoWAL for all the contributions over the past two years.

Tracey Breheny (Salford) and Jenny Warren (Chester) are the new co-chairs and we look forward to the next meetings.

NOWAL ALG COVID-19

Edge Hill

Student Engagement Team – Student support

As a team we are offering most of our Uniskills package. Initially, while the team, and students were brought up to speed with the software and technology it was 1:1 appointments of academic writing and information searching plus email support. Over time this offer has evolved to include webinars.

Virtual appointments are available usually from 9am – 6pm with students self-booking these as they would normally do.

For academic writing appointments students are asked to upload their work (this is usually to the Uniskills email address) prior to the appointment, this allows the academic skills advisor to look through a part of the work before the appointment. We are not a proof reading service!

Students are able to access support via the helpdesk email or live chat and we receive many queries this way.

Online toolkits are available all year 24/7 as are online guides and how-to videos and can be found on the Library and Learning Services webpage.

Over the past few weeks Webinars have been introduced. These are on a variety of topics and reflect the workshops we usually deliver in the University. These have been very successful with over 130 students attending. We are hoping to have a summer timetable available in the next couple of weeks – we ran the workshops for the first time last summer and they proved popular.

We are using Blackboard Collaborate to deliver the 1:1 sessions and webinars and in an effort to encourage student engagement online the team are using the interactive tools such as chat, polls and breakout rooms for group work.

We are not offering drop ins as it was proving to be a logistical nightmare!

We have had requests for embedded sessions this term, as well as the next academic year. As a team we are currently looking into the workflow of embedded sessions and inductions, discussing the key challenges we feel we may encounter.

The delivery of the embedded session for this semester vary depending on the tutor requirements. The options available to the tutor are that of a live session, joining their session or a recorded session to embed into their module at the point of need for the student.

Apart from some technical issues and maybe a bit of a learning curve for the team, everyone has fully immersed themselves in the challenge and continues to do so.

Academic Engagement Team

The Academic Engagement have been circulating a fortnightly update to academics.

This has been extremely popular and prompted many queries.

Including changes to student and staff support; information on the VLE; Research Support; Digital support and updated resources pages.

We have representatives on the institutional Learning and Teaching committees for the September offer.

Manchester Met

Library staff have been learning to teach online, either asynchronously or synchronously – extending and developing new ways of delivering existing content. We're now looking at pulling together best practices, examining different ways of designing and delivering teaching online and in a blended scenario.

We have a project looking at 1-2-1, which staff have continued to do throughout lock down, but we are looking at capturing best practices.

We are looking at the offer for pre and post enrolled students, looking at extending the offer where possible or finetuning the existing offer.

We are exploring options for welcome and welcome back, which is part of a wider university push looking at induction processes generally.

We have some new webpages and have been optimising existing webpages, as well as looking at our webpages in term of the new accessibility legislation.

There is a project that started looking at capturing work during lockdown and our own health and wellbeing – looking at lessons learnt and what's been working well.

Given the situation we find ourselves, there's a project looking at how to best integrate Office365 into workflows and migration of older systems to new, such as our file storage systems.

A colleague and I are looking at furthering our efforts in relation to the human library, possibly a running a virtual human library, building on the success of the previous human library.

We are running a third term student project on decolonising reading lists, which is progressing nicely.

I've been organising with colleagues more regular Journals/reading clubs, which is a good opportunity to talk with people not in the usual teams.

Library staff are developing videos to contribute to the Fake News workshop and form part of the Fake News LibGuide

We have a new library staff newsletter, which everyone is contributing to and is keeping everyone up to-date.

We're exploring different options for library staff training during lock down and after, and what this will entail. For example, we're hoping to run a reflective writing workshop for library staff delivered by our Academic and Study Skills Tutors in June.

Cumbria

We have been using Teams, Skype or Zoom as chosen by the recipient(s) for:

One to one meetings with staff and students, including in my case giving a new PhD student a library induction.

Webinars - these were already being used to a certain extent, but new ones have been created and frequency increased - topics include: Level 6 dissertations, studying from home, referencing.

Teaching sessions which would normally have been face to face in a classroom. I've had one with Outdoor Studies Masters students now somewhat scattered across the world.

Creating narrated Powerpoints for other classes we would normally have seen face to face.

Our Acquisitions colleagues have obtained free ecopies of books on reading lists from Kortext.

They have obtained scanned copies of chapters from the British Library following the relaxation of Copyright rules.

Extra web pages have been created on: more freely available resources
Covid-19 FAQs
Studying from home

Colleagues have also been involved in a Virtual Open Day.

Chester

Webinar series

- Mixture of basics, more advanced and some subject specific skills
- Excellent attendance.

- Level 5 work based learning module leaders asked if the 1,500 students on a core module could attend the webinar on researching commercial companies and industries.

@libhelp/Ask a librarian.

- As we do not have libchat the creation of our own direct link to library support from the online helpdesk. Librarian rota to provide direct support from Customer Services staff, either online or phone call.

Faculty liaison

- Coffee connections. Have joined in with Faculty of Education & Children's Services online coffee meetings. Different groups of 4 allocated fortnightly.

Large DDA project

- Successful acquisition of over 1,500 eBooks since lockdown

Book chapters from DCS

- Successfully found digital book chapters not available elsewhere

Liverpool

- The KnowHow Skills Team created a Preparing for Online Assessments module which was rolled out to all students. The Liaison team worked closely with the KnowHow Team to inform the content as details of the alternative assessment strategies adopted by academic departments became known. One to one academic writing support also moved online via Teams and is working really well with good engagement across all three Faculties.
- We have been developing a library purchasing strategy to reflect the likely changes to teaching delivery next academic year and anticipated squeeze on budgets. We'll be working on how to convey this message positively and promoting our reading list system as an effective way to direct students to their course readings.
- The proliferation of CPD activities has enabled the team to dial into sessions they would not normally have been able to attend. There is a lot to learn, but also lots of opportunities to learn it! All we need to do now is put it into practice...

LSTM

Reading lists for 2020-21 are being worked on, with a focus on providing access to more digitised material and e-book content. The DCS has been particularly useful for providing usage reports for reading list material particularly our online MSc and this

information is guiding future iterations of the course modules. Students are taking up the offer of one-to-one support via Skype, MS teams and email for dissertation-related queries and we expect this to increase significantly over the coming weeks. Planning is in place for online library inductions for Sept 2020 and for library teaching to be online in September at the very least.

Bolton

- All Reading lists are being restructured/re-ordered –one change is that ebooks are at the top (rather than print)
- We have created a Moving to Online Teaching LibGuide (<https://libguides.bolton.ac.uk/online-teaching-and-learning>) which was supported by an all-staff webinar
- We are supporting staff/communicating with each other remotely via MS Teams & Zoom meetings, WhatsApp group and Libshout (internal monthly Library staff newsletter)
- The introduction of LibChat and Ask Us platform to support users

Salford

Library Covid-19 responses at the University of Salford:

- Free Online reading lists have been created by The Library and are updated regularly with the free electronic resources various publishers and providers have made available. These lists sit in our existing online reading list system, can be accessed by all students and was promoted widely to academic staff and students.
- We designed an 'Off campus learning: how to do it well' online eLearning resource which all students can access. This eLearning explains learning online and offers some helpful advice to anyone new to studying online.
- Fortunately, we were delivering online library, study and digital skills sessions prior to the COVID-19 pandemic, which was helpful! Since the pandemic started, we have focussed on increasing the volume of workshops on offer and making students and staff aware they are available. We have seen demand increase, both in terms of bookings and attendance. We have also developed new sessions to improve our offering. In addition to the workshops, we also offer one-to-ones via Teams.
- We are looking at how we can continue enabling our students to have online access to the resources they need, considering that many of the temporary resources publishers have made available will stop at some point. There is a big role for our reading lists to play here, and working closely with academic members of staff will be central to this.

UCLAN

- All training and appointments are being delivered via Microsoft Teams as the university's official platform
- Some sessions have been delivered live in conjunction with academics whilst others have been pre-recorded.
- All the Faculties have a 'Library Information and Resources' channel in their Faculty Teams space which has proved ideal for communications.
- Some of the team have been added to the Teams space for particular modules but there are mixed views on whether this is useful (and you have to make sure you turn off alerts or are inundated!)
- We set up a separate Teams space for Reading List training as we are in the middle of rolling out Leganto. Files are stored here and training is delivered via the space. Academics are added and removed for individual sessions. They sign up for them using e3Hub.
- A web page has been set up for all the additional resources which have been made temporarily available. Only a handful have been added to the library catalogue.