

# NoWAL Newsletter

## Spring 2019



## Ask L.U. launches chatbot

Lancaster University has launched a new voice app for students – Ask L.U. Using Amazon’s Alexa voice technology, the app provides a “digital friend and companion”, allowing students to ask questions about almost any aspect of university life, ranging from the time of their next lecture to what time Greggs opens! The service was developed in partnership with students and offers a more sophisticated experience than similar apps. It goes beyond static information and is able to provide live updates, such as how many washing machines are currently free in the launderette!



Photos courtesy of Lancaster University

The service integrates with a number of key library systems. Students are able to ask how many library books they currently have on loan, and this data is provided directly from Alma. Students can also ask how many free PCs there are in the library, and can even book a group study room, integrating with LibCal to do this.

The project involved very positive collaboration with the IT department. Stephen Robinson, one of the Library’s Digital Developers, joined the development team on a secondment basis, and provided valuable expertise about Amazon Web Services, also ensuring that library functionality was featured highly. This experience has also further established the Library as a key partner in digital development.

The next phase of the project will be to enhance the functionality of the app, developing the ability to renew books via the service and are also exploring options for the app to recommend what students should read, based on data such as their reading lists and what they have already read. Academic stakeholders are exploring further pedagogical uses for the app, such as the ability for it to read out feedback on an assignment from a tutor to the student.

Any questions? Contact Thomas Shaw, Assistant Director: Digital Innovation and Research Services ([t.shaw1@lancaster.ac.uk](mailto:t.shaw1@lancaster.ac.uk)) or Stephen Robinson, Digital Developer (Projects & Operations) ([s.j.robinson1@lancaster.ac.uk](mailto:s.j.robinson1@lancaster.ac.uk)).

## Training & Development Programme

The T&D programme for 2018-2019 has loads of interesting events lined up. Use the events page on the NoWAL website to keep on top of what's planned for next year, book on events and see how you can get involved:

<https://www.nowal.ac.uk/events>

Here's our **March 2019 to July 2019** Events:

### Acquisitions

Exchange of Experience

Tuesday 19<sup>th</sup> March 2019 10:00 – 1:00

*University of Chester*

### Library Marketing

Exchange of Experience

Tuesday 30<sup>th</sup> April 2019 10:00 – 1:00

*Manchester Metropolitan University*

### NWFA / Central Library Visit

Tuesday 30<sup>th</sup> April 2019 2:00 – 4:00

*North West Film Archive & Central Library (Manchester)*

### Making the Pedagogy Possible

Exchange of Experience & Workshop

Thursday 9<sup>th</sup> May 2019 10:00 – 4:00

*University of Manchester*

### Research Support - Open Research

Exchange of Experience

Thursday 13<sup>th</sup> June 2019 10:00 – 1:00

*University of Manchester*

**Coming in May** – a Customer Service event hosted at the University of Salford. *More details to follow soon.*

## Celebrating NoWAL Successes

**University of Central Lancashire** won three Times Higher Awards (after being shortlisted for a record 5 categories): International Collaboration of the Year, Most innovative Contribution to Business-University Collaboration and Excellence and Innovation in the Arts. The university also won the Guardian 2018 internationalisation category.

**University of Manchester** Library's Green Impact teams have achieved silver and bronze awards and the University's Green Impact Awards.

## NoWAL Conference Update

#nowal19

**Title:** Exploring & supporting diversity in academic libraries

**Date:** Friday 28th June 2019

**Venue:** Foresight Centre, University of Liverpool



The closing date for the Call for Papers was Friday 1<sup>st</sup> March, by which time we had received 47 submissions across all the themes of the conference. They are of such a high standard and cover such interesting topics that it's going to be a real job choosing who will go forward to make up the programme. Very exciting though!



More details on the programme and how you can register to attend will be available in April.

In the meantime, if you have any questions about the conference, please contact us:

[nowalconference@gmail.com](mailto:nowalconference@gmail.com)

Photos courtesy of the Foresight Centre, University of Liverpool

## New University Librarian

**Christopher Pressler** joined the **University of Manchester** as University Librarian on 1<sup>st</sup> February 2019. He joins from Dublin City University where he was University Librarian and Director of the Irish Modern Archives Research Centre.



## JRULM writer in residence



Photo courtesy of Rachel Saunders (from the Visit Manchester website)

The John Rylands Library of the University of Manchester has a new writer-in-residence. Rosie Garland is a novelist and singer with Leeds post-punk band The March Violets, a poet and performer. She is currently writing a novel which features the library within the plot.



Photo courtesy of John Rylands Library, University of Manchester website

Rosie will work with some of the library's oldest manuscripts, along with researchers and archivists from the John Rylands Research Institute, to inform her new novel "set to be poignant and profound exploration of the library, set there during the 1980s".



Photo courtesy of John Rylands Library, University of Manchester website

You can read a Q&A with Rosie about how the residency came about and the influence libraries have played on her writing: <https://www.visitmanchester.com/ideas-and-inspiration/haunt-manchester/places-product-list/writer-in-residence>

## UCLan's Copyright success

The Copyright Guidance Team at the library of the University of Central Lancashire have adapted and developed further the copyright game first played at the NoWAL copyright training event (led by Jane Secker and Chris Morrison) in March 2018. They have been running awareness sessions and have been thrilled by the response, with fully booked sessions and even a waiting list. They have been asked to write a [guest blog](#) for the UK Copyright Literacy Group and have been invited to present at the [Icepops international conference](#) at the University of Edinburgh, due to be held on on Wednesday 26th June 2019.



Photo courtesy of UK Copyright Literacy Group website

## Chester adopts IL framework

The Library's Information Literacy framework has been formally adopted as part of the University of Chester's academic quality regime.

A new framework of Embedding Academic Skills was implemented for all new programmes and for all major programme modifications. It will be a part of programme validation to document and justify how and where 14 core academic skills, including information literacy, are taught. Learning and Information Services are the key stakeholder with whom all faculties must consult regarding implementing information literacy.

You can find some further information on the background to the development of the IL framework in this issue of SCONUL Focus:

[https://www.sconul.ac.uk/sites/default/files/documents/g\\_19.pdf](https://www.sconul.ac.uk/sites/default/files/documents/g_19.pdf)



Photo courtesy of the University of Chester website

## University of Manchester Sanctuary

The Library at the University of Manchester is supporting a university-wide initiative to help and support asylum seekers and refugees to retain their professional skills.

The library will be offering reference membership to refugees or asylum seekers who are referred to them from [City of Sanctuary](#), a charity working with refugees and those fleeing wars and persecution. This is part of the process of joining Universities of Sanctuary, an initiative aiming to foster a culture of welcome and inclusion for asylum seekers and refugees.

Universities  of Sanctuary

 Manchester  
City of Sanctuary

## LSTM host World AIDS Day bake sale



The Library at the Liverpool School of Tropical Medicine raised over £100 for World AIDS Day (December 2018) by holding a bake sale over a lunch hour. Library staff diligently baked a variety of cakes for staff and students to purchase. Photographed wearing red for the occasion are L-R Julia Martin (Head of Information Services), Stacy Murtagh (Collections & Research Support Assistant), Lynn Roberts-Maloney (Metadata & Repository Officer), Karen Blower (Library Licensing & Compliance Officer), Cath Booth (Customer & Academic Support Assistant), and Jacqueline Pearce (Customer and Academic Support Manager).



The team also sold red ribbons in aid of the National AIDS trust, and had a display of books about HIV/AIDS from the collection, a display of former AIDS campaign posters and articles from the LSTM repository (<http://archive.lstmed.ac.uk/>) which focused upon HIV. Students could also take part in a HIV quiz.

## News in Brief

### RNCM gains collection

The Fuller-Maitland collection of over 500 items from music critic and scholar, John Alexander Fuller-Maitland, was legally transferred to the Royal Northern College of Music in December 2018. The collection contains the critic's personal library books, scores, complete & collected editions, periodicals and manuscripts has important historical research potential.

### Salford's UniSkills makes an impact

Salford's new online self-directed introductory academic skills course 'UniSkills' has made a great impact so far, with over 2000 students enrolled, more than 3000 course assessments completed and 750 students completing all three assessments and receiving their UniSkills badge. A survey of students suggested that 88% felt the course had "changed the way they approach their studies".

### Hope's 175<sup>th</sup> Anniversary Year

2019 is the 175<sup>th</sup> anniversary of one of the founding colleges of Liverpool Hope University, St Katharine's College. To celebrate, there will be a year-long series of events launched at the January Foundation Day - guest lectures, a Midsummer party, a music festival in Welcome Week and a staff Christmas party. The library has been involved in producing a calendar and timeline based on photos and information from the archive.

### LJMU trial touch screen info points

The Library at Liverpool John Moores University has been trialling touch screen information points to replace the old PCs used as OPACs. The library has chosen a standard Dell touch screen, connected to a small android stick. They are proving aesthetically a major improvement, with staff experiencing challenges with some of the functionality. They will be trialling some alternative devices for comparison.

### Liverpool exhibition feature LTSM archives

'Galkoff's and the Secret Life of Pembroke Place' is a new exhibition at the Museum of Liverpool, in partnership with Liverpool School of Tropical Medicine (LSTM).

As stated on the Museum of Liverpool website: "Roller-skating Victorians, gruesome murders, forgotten zoological gardens, a bustling kosher butcher's shop and a vibrant community are just some of the elements in an eclectic history uncovered in a fascinating corner of Liverpool".

The highlight of the display is the reconstruction of Galkoff's Jewish butcher's shop frontage, a well-known Liverpool landmark. The 1930s emerald green tiles have undergone careful conservation, or in some cases replacement where the damage was too great. The result is an impressive life-size reconstruction of the iconic façade with the original gold Art Deco embellishments and Hebrew signage.



Photo courtesy of Museum of Liverpool

Further information can be found on the Museum of Liverpool website:

<http://www.liverpoolmuseums.org.uk/mol/galkoff/>

### Any news to share?

Please contact **Nicky Freeman**, NoWAL Operations Officer, if you have anything you'd like to include in the next newsletter or have any ideas for future NoWAL events: [n.freeman100@salford.ac.uk](mailto:n.freeman100@salford.ac.uk)

